

Trello Helpdesk Integration with Deskpro

2017-05-30 - Zara Marchesi - Comments (0) - Product

We are really excited to announce that the new *Trello helpdesk integration for Deskpro* is available from v5.6.

What is Trello?

[Trello](#) is a collaboration tool that organizes your projects into boards. In one glance, Trello tells you what's being worked on, who's working on what, and where something is in a process.

How do I enable the Trello integration with Deskpro?

From the Admin Dashboard under Apps > Apps you can now install the much anticipated **Trello App!**

Once installed, you will be able to log in with your Trello account and sync this with your Deskpro Helpdesk.

How do I use Trello with Deskpro?

The new app allows you to Search, Pick and Create cards and link them to Tickets - all in one place! You can then see Tickets within Trello cards that appear in the relevant project boards!

The screenshot shows a Trello card titled "Qui explicabo non." with ID 75. The card is currently assigned to "Awaiting Agent". The properties section includes fields for Agent (John Doe), Team (None), and Followers (Norene Schumm, John Doe). It also has labels "brekke plc", "hand-torphy", and "stamm-gleichner", and a language of "Dev Blank Out". The reason for complaint is "Nuisance" and suggested actions are "Eviction, Shun, Strongly worded letter".

The reply area is empty, and the messages section shows two messages: one from Fernando Mraz and one from Rory Cronin.

Searching for cards:

Simply search the name or URL of the card!

The screenshot shows the Trello search dialog box. It has a search bar with the placeholder text "Search card or paste URL..." and a search icon. Below the search bar is a "Cancel" button.

Picking existing cards:

Simply select the card from an existing board or list!



The image shows a screenshot of a Trello dialog box titled "PICK AN EXISTING CARD". The dialog box has a header with the Trello logo and the word "TRELLO" on the left, and a refresh icon and an upward arrow icon on the right. Below the header, the text "PICK AN EXISTING CARD" is displayed. Underneath, there are three sections: "BOARD" with a red asterisk, a dropdown menu showing "Example boards: Support ideas" with a double-headed arrow; "LIST" with a red asterisk, a dropdown menu showing "Quicker communication" with a double-headed arrow; and "CARDS" with a "Cancel" button below it. The dialog box is set against a light gray background with a vertical scrollbar on the left side.

Creating a new card:

Simply Add a title and description and add to a list on a board!

CREATE A NEW CARD

BOARD *

Example boards: Support ideas

LIST *

Improving SLAs

Title *

DESCRIPTION

SHOW 2 OPTIONAL FIELDS

Create card Cancel