

Trello Helpdesk Integration with Deskpro

Zara Marchesi - Comment (1) - Product - 2017-05-30

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 lists labels (brekke plc, hand-torphy, stamm-gleichner), Language (Dev Blank Out), Reason for Complaint (Nuisance), and Suggested Actions (Eviction, Shun, Strongly worded letter). The "MESSAGES" section shows two messages: one from Fernando Mraz and another from Rory Cronin. The right sidebar contains a "LINK TO ANOTHER CARD" section with buttons for "Search for card", "Pick card", and "Create new card".

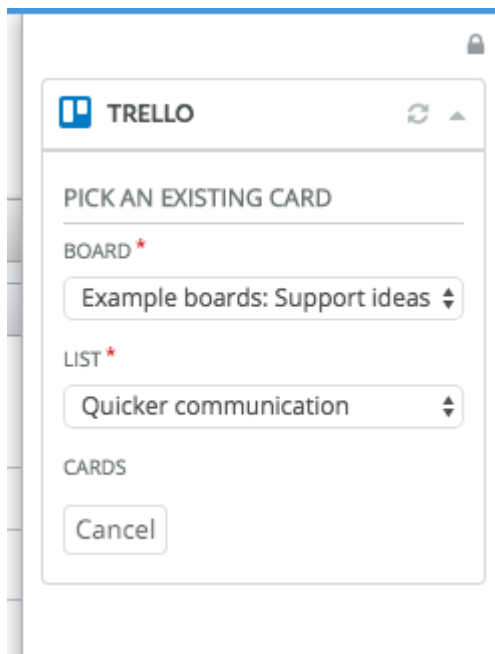
:Searching for cards

!Simply search the name or URL of the card

The screenshot shows a "SEARCH FOR A CARD" dialog box. It features a search input field with the placeholder text "Search card or paste URL..." and a magnifying glass icon. Below the input field is a "Cancel" button. The dialog box is titled "TRELLO" and has a lock icon in the top right corner.

:Picking existing cards

!Simply select the card from an existing board or list



: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