

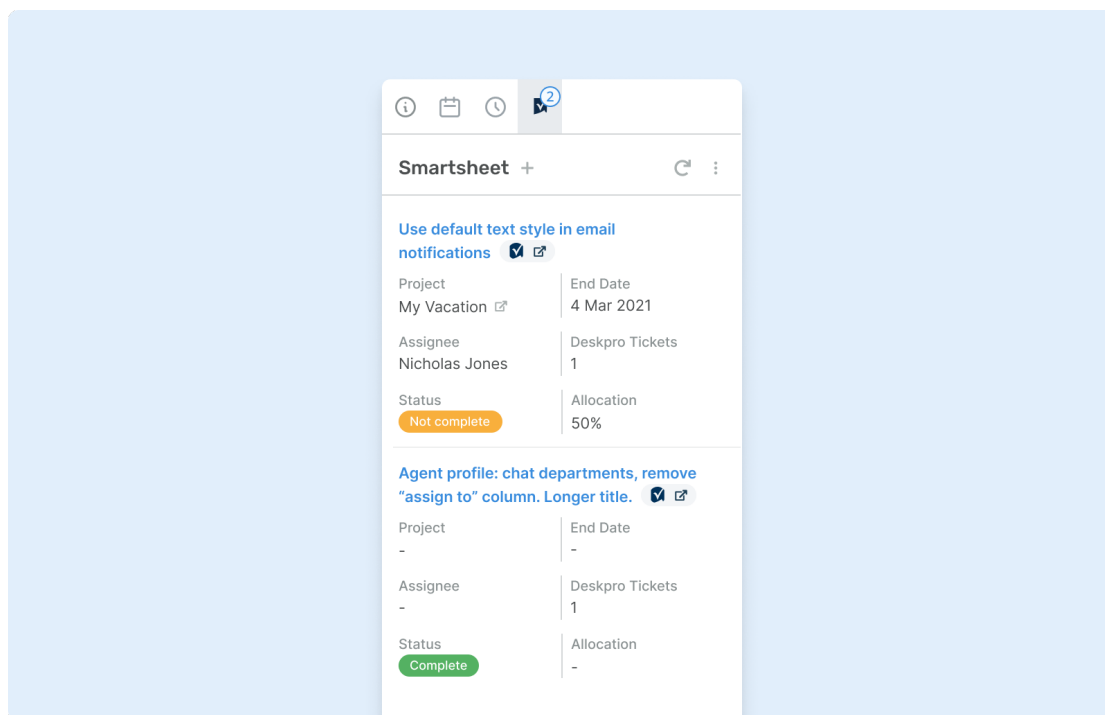


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Boost Team Collaboration with Smartsheet

2025-04-23 - Lara Proud - [Commentaire \(1\)](#) - [Product \(Admin\)](#)

[Smartsheet](#) is a versatile cloud-based platform designed for work management and collaboration, enabling teams to plan, track, and automate projects and processes.



By integrating Smartsheet with Deskpro, you can streamline your workflow with these key features:

- **Link Tasks to Tickets:** Connect tasks to tickets, allowing agents to access relevant Smartsheet information during customer interactions for more effective support.
- **Create New Tasks:** Add new tasks directly from Deskpro based on user feedback, ensuring that customer insights are quickly incorporated into your project management.
- **View Task Details:** Stay informed by easily viewing the properties and updates of your tasks, keeping your team aligned on project progress.
- **Edit Tasks:** Modify task properties as you gather new insights from users, allowing for agile adjustments to your project plans.
- **Add Comments:** Utilize Smartsheet's commenting system to add context and additional information to issues, enhancing collaboration and clarity within your team.

Enabling Smartsheet in Deskpro is straightforward. Navigate to **Admin > Apps & Integrations > Apps**. In the **Available Apps** section, click on Smartsheet and follow the on-screen authentication steps to integrate it with your Deskpro workspace.