

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 lists labels (brekke plc, hand-torphy, stamm-gleichner), Language (Dev Blank Out), Reason for Complaint (Nuisance), and Suggested Actions (Eviction, Shun, Strongly worded letter). Below the properties is a "REPLY" area with a rich text editor and a "Send Reply as Awaiting User" button. The "MESSAGES" section shows two messages: one from Fernando Mraz and another 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 title bar with the Trello logo and a refresh icon. The main content area contains the text "SEARCH FOR A CARD" above a search input field with the placeholder text "Search card or paste URL...". Below the input field 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, there are three sections: "BOARD" with a red asterisk, "LIST" with a red asterisk, and "CARDS". The "BOARD" section has a dropdown menu with the text "Example boards: Support ideas" and a double-headed arrow icon. The "LIST" section has a dropdown menu with the text "Quicker communication" and a double-headed arrow icon. The "CARDS" section has a "Cancel" button. 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