

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 assigned to "John Doe" and is in the "Awaiting Agent" status. The card's properties include labels "brekke plc", "hand-torphy", and "stamm-gleichner", and a language of "Dev Blank Out". The reason for the complaint is "Nuisance".

The card has a reply area with a rich text editor and a "Send Reply as Awaiting User" button. Below the reply area is a "MESSAGES" section showing a conversation between Fernando Mraz and Rory Cronin.

On the right side of the card, there is a "LINK TO ANOTHER CARD" panel with three buttons: "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 search icon. 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, 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