

Creating Deskpro Apps

Ben Henley - 2017-11-09 - Comments (0) - Deskpro API

You can create your own Deskpro Apps to change the way Deskpro works, like the ones available for installation from **Admin > Apps**.

To upload an app based on one of these examples to your helpdesk, simply ZIP the app's directory, then go to **Admin > Apps** and use the **Upload Apps** button.

There are example apps in the [Deskpro-Apps section of our GitHub repository](#):

[example-crm-link](#): adds a link under the ticket **Properties** area (e.g. to an external CRM system); demonstrates how to create an app and use variables in templates.

[example-crm-api](#): demonstrates how to consume a remote API (for example, from an external CRM system) and render results in a tab in the Ticket view.

[deskpro-default-notetab](#): an app to change the default when replying to a ticket to an agent note rather than a reply to the user.

[deskpro-strip-links](#): an app to remove all links from ticket messages displayed in the agent interface.

[deskpro-ticket-attach-tab](#): changes the agent interface to add a new 'Attachments' tab listing all attachments in the ticket.