

Simplify task management with the ClickUp integration

2023-08-07 - Lara Proud - (0) megjegyzés - Product (Admin)

Our new [ClickUp](#) integration brings together task management and ticketing capabilities, empowering support agents to streamline communication with users and efficiently manage tasks without leaving the Deskpro platform.



With the ClickUp integration, your agents can:

- 1. Link tasks to tickets:** Create new Tasks or find existing ones from ClickUp to link to Deskpro tickets. Your agents can access essential information from ClickUp while interacting with users helping enhance communication, ensuring agents have all the relevant task details right at their fingertips.
- 2. View comprehensive task details:** Stay updated on the status and properties of your ClickUp tasks without the hassle of navigating away from Deskpro. The integration enables agents to view the most up-to-date information related to their tasks, including task descriptions, due dates, assignees, priorities, and more. With this comprehensive view, agents can make well-informed decisions and deliver more accurate and timely responses to users.
- 3. Edit tasks from Deskpro:** Agents can edit various task properties directly within Deskpro. Update task descriptions, adjust due dates, change assignees, and modify priorities without switching platforms. This flexibility ensures that your task management remains dynamic and efficient.
- 4. Add comments to tasks:** Collaboration is made easy with the ability to add comments to your ClickUp tasks directly from Deskpro, ensuring smooth workflows and fostering a collaborative environment.