



[Hírek](#) > [Product](#) > [Trello Helpdesk Integration with Deskpro](#)

Trello Helpdesk Integration with Deskpro

2017-05-30 - Zara Marchesi - [\(0\) megjegyzés](#) - [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 Zendesk ticket interface. At the top, there's a header with '+ ADD' and a search bar containing 'Qui explicabo non.'. Below this, the ticket ID 'ID: 75' and title 'Qui explicabo non.' are displayed. The ticket is assigned to 'Hettie Brekke (ubraun@example.net)' and 'Jones-Price'. Other agents listed include 'Christ Cartwright (lane53@example.org)' and 'Audreanne Mohr (kenna.schmitt@example.org)'. The ticket is currently 'Awaiting Agent' with 9 unread messages. The 'PROPERTIES' section shows 'Agent: Unassign', 'Team: None', and 'Followers: Norene Schumm, John Doe'. Labels include 'brekke pic', 'hand-torphy', and 'stamm-gleichner'. The 'Reason for Complaint' is 'Nuisance' and 'Suggested Actions' are 'Eviction, Shun, Strongly worded letter'. Below the properties is a 'REPLY' editor with a rich text toolbar and a 'Send Reply as Awaiting User' button. The 'MESSAGES' section shows a message from 'Fernando Mraz' and 'Rory Cronin'.

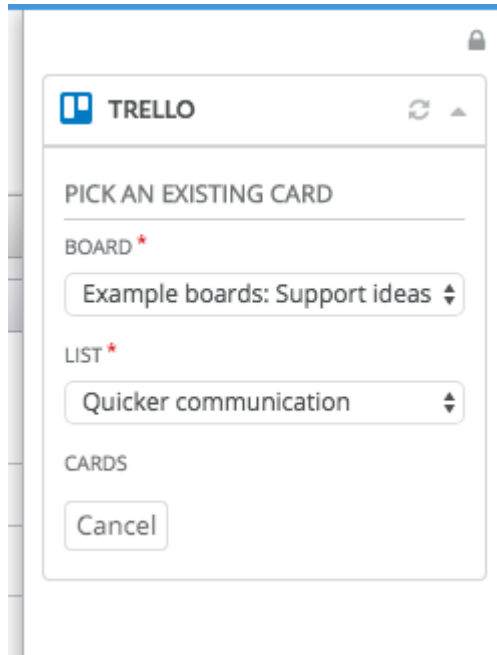
Searching for cards:

Simply search the name or URL of the card!

The screenshot shows the Trello search modal. It has a title bar with the Trello logo and 'TRELLO'. Below the title bar is a search bar with the text 'SEARCH FOR A CARD'. The search input field contains the placeholder text 'Search card or paste URL...' and a search icon. Below the search bar is a 'Cancel' button.




Picking existing cards:

Simply select the card from an existing board or list!




Creating a new card:

Simply Add a title and description and add to a list on a board!


 TRELLO  

CREATE A NEW CARD

BOARD ^{*}

Example boards: Support ideas 

LIST ^{*}

Improving SLAs 

Title ^{*}

DESCRIPTION

SHOW 2 OPTIONAL FIELDS