

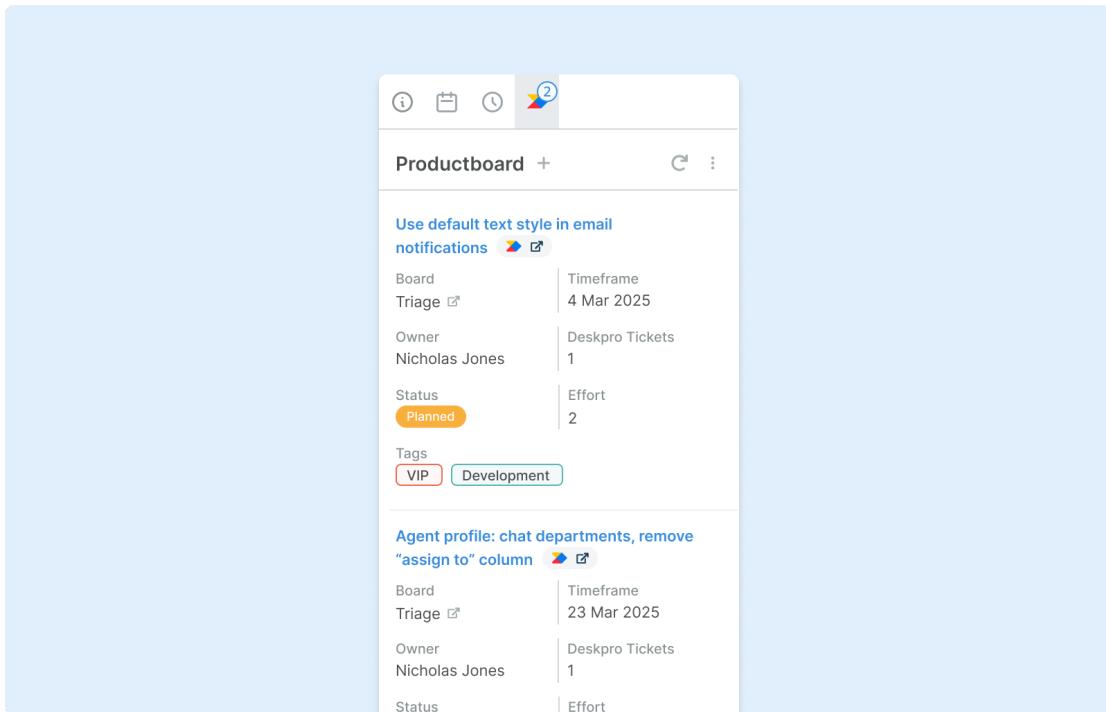


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Enhance Product Development with Productboard

2025-04-23 - Lara Proud - [Comments \(0\)](#) - [Product \(Admin\)](#)

[Productboard](#) is a comprehensive platform designed to assist product teams in managing customer feedback, prioritizing features, and developing roadmaps that align with customer needs.



By integrating Productboard with Deskpro, you can streamline your team's workflow and improve communication through the following key features:

- **Link Features to Tickets:** Connect features to tickets, enabling agents to access relevant Productboard information during customer interactions for more informed support.
- **Create New Features:** Add new features directly from Deskpro based on user feedback, ensuring that customer insights are quickly incorporated into your product development process.
- **View Feature Details:** Monitor feature progress and updates by easily viewing detailed information, keeping your team informed and aligned.
- **Edit Features:** Modify feature properties as you gather new insights from users, allowing for agile adjustments to your product roadmap.
- **Add Comments:** Utilize Productboard's commenting system to add context and additional information to issues, enhancing collaboration and clarity within your team.

To enable Productboard in Deskpro, navigate to **Admin > Apps & Integrations > Apps**. In the **Available Apps** section, click on Productboard and follow the on-screen authentication steps to connect your Productboard account with your Deskpro workspace.

