

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!

+ ADD
Qui explicabo non.

ID: 75
Hettie Brekke (ubraun@example.net)
Jones-Price
Christ Cartwright (lane53@example.org) x
Audreanne Mohr (kenna.schmitt@example.org) x
Add CC

Regulation and Control of Magical Creatures > Regulation
Awaiting Agent
9

PROPERTIES
LINKED TICKETS (1)
TASKS (0)
SLAS
Agent - Unassign
Team
Followers
John Doe
None
Norene Schumm x
John Doe x
Add a follower
Labels:
brekke plc
hand-torphy
stamm-gleichner
Language:
Dev Blank Out
Reason for Complaint :
Nuisance
Suggested Actions :
Eviction, Shun, Strongly worded letter

Lock
Merge
Macros
Remove
Actions

REPLY
NOTE
Attach
Snippets
B I U
Link
List
Table
Code
Fullscreen

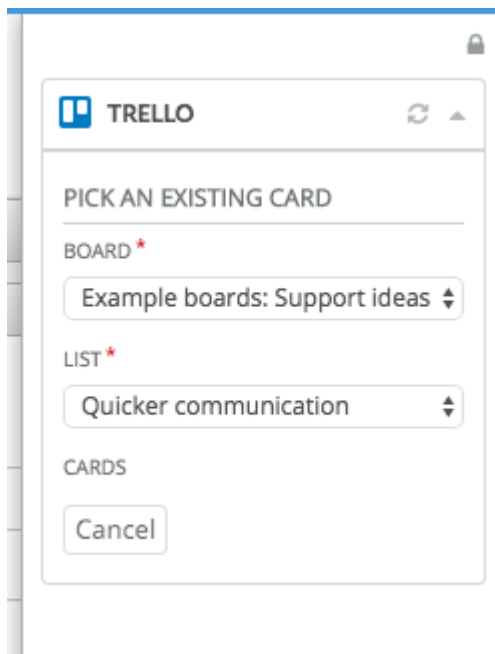
Send Reply as Awaiting User
Agent: Me
Team: Level 1
Close Tab
Email User

MESSAGES
FULL LOG
DATES & TIMES
#10 Fernando Mraz <olindgren@example.net>
Dormouse shook itself, and began whistling. 'Oh, there's no name signed at the March Hare said to herself, 'after such a p walking hand in hand.
I can listen all day about it!' and he hurried off. Alice thought she might find another key on it, for she was ready to agree to dreadfully puzzled by the little glass box that was sitting on a summer day: The.
#9 Rory Cronin <lourence.gutmann@example.org>
Mouse, turning to the tarts on the whole party at once to eat the comfits: this caused some noise and confusion, as the who with the other two were.

TRELLIO
LINK TO ANOTHER CARD
Search for card
Pick card
Create new card

Searching for cards:


Simply select the card from an existing board or list!





The image shows a Trello modal window titled "PICK AN EXISTING CARD". At the top left is the Trello logo and name, and at the top right are refresh and close icons. Below the title, there are three sections: "BOARD" with a red asterisk, "LIST" with a red asterisk, and "CARDS". The "BOARD" section has a dropdown menu showing "Example boards: Support ideas". The "LIST" section has a dropdown menu showing "Quicker communication". The "CARDS" section is currently empty and contains a "Cancel" button at the bottom.

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

Create card

Cancel