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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?

<u>Trello</u> 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.

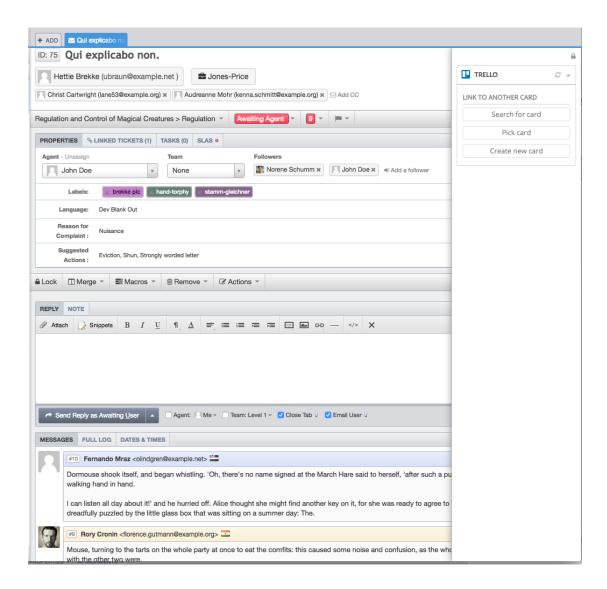
How do I enable the Trello integration with Deskpro?

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.

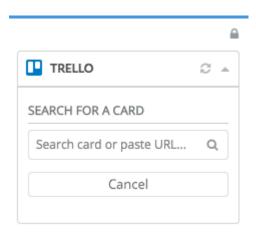
How do I use Trello with Deskpro?

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!



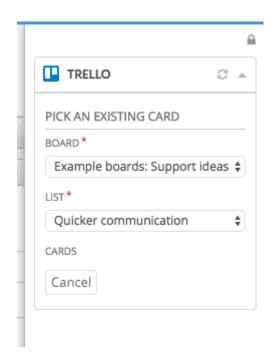
Searching for cards:

Simply search the name or URL of the card!



Picking existing cards:

Simply select the card from an exsiting board or list!



Creating a new card:

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

