

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?

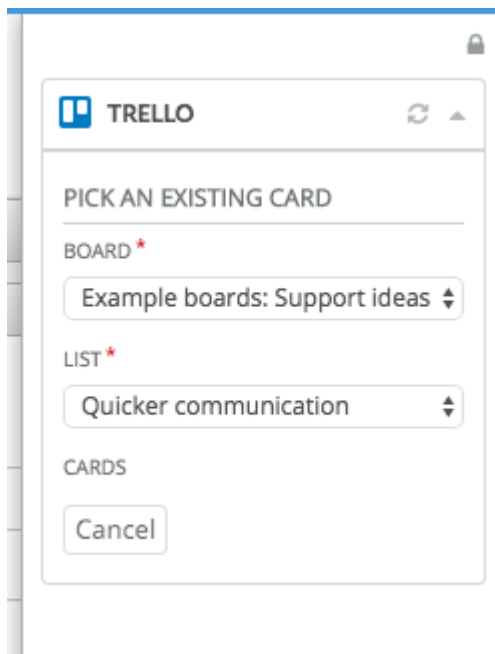
From the Admin Dashboard under Apps > Apps you can now install the much anticipated **Trello App!**

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!


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, there is a header bar with the Trello logo, the word "TRELLO", and icons for refresh and close. Below the header, the title "PICK AN EXISTING CARD" is followed by a horizontal separator. The form contains three sections: "BOARD" with a red asterisk, a dropdown menu showing "Example boards: Support ideas", "LIST" with a red asterisk, and a dropdown menu showing "Quicker communication". Below these is a "CARDS" section with a "Cancel" button. The modal is set against a background of a Trello board with several cards.

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