

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?

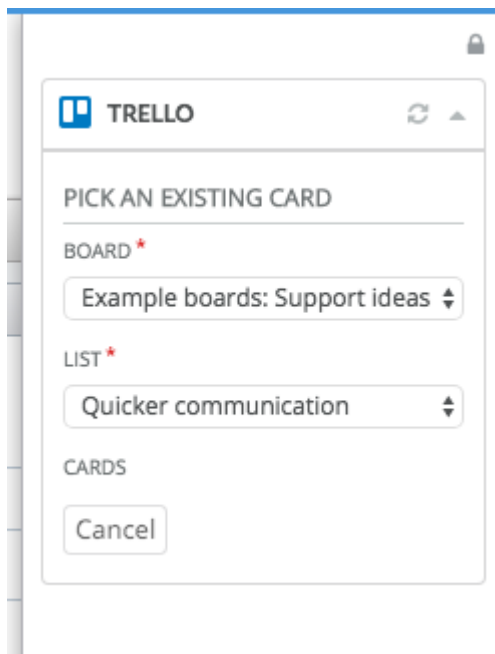
From the Admin Dashboard under Apps > Apps you can now install the much anticipated **Trello App!**

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 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" with up and down arrows. The "LIST" section has a dropdown menu showing "Quicker communication" with up and down arrows. The "CARDS" section is currently empty. At the bottom left of the modal is a "Cancel" button. A lock icon is visible in the top right corner of the window frame.

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