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Trello Helpdesk Integration with Deskpro

2017-05-30 - Zara Marchesi - [Komentarjev \(0\)](#) - [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!

The screenshot shows a Zendesk ticket interface. At the top, the ticket title is "Qui explicabo non." with ID 75. The current agent is Hettie Brekke (ubraun@example.net). The ticket is categorized under "Regulation and Control of Magical Creatures > Regulation" and is in an "Awaiting Agent" status with 9 unread messages. The "PROPERTIES" section includes fields for Agent (John Doe), Team (None), and Followers (Norene Schumm, John Doe). Labels include "brekke pic", "hand-torphy", and "stamm-gleichner". The "Reason for Complaint" is "Nuisance" and suggested actions are "Eviction, Shun, Strongly worded letter". Below the properties is a "REPLY" editor with a rich text toolbar and a "Send Reply as Awaiting User" button. The "MESSAGES" section shows a message from Fernando Mraz (olindgren@example.net) with a quote: "Dormouse shook itself, and began whistling. 'Oh, there's no name signed at the March Hare said to herself, 'after such a pu 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." and a reply from Rory Cronin (florence.gutmann@example.org) starting with "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."

A sidebar menu for Trello with the following options:

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

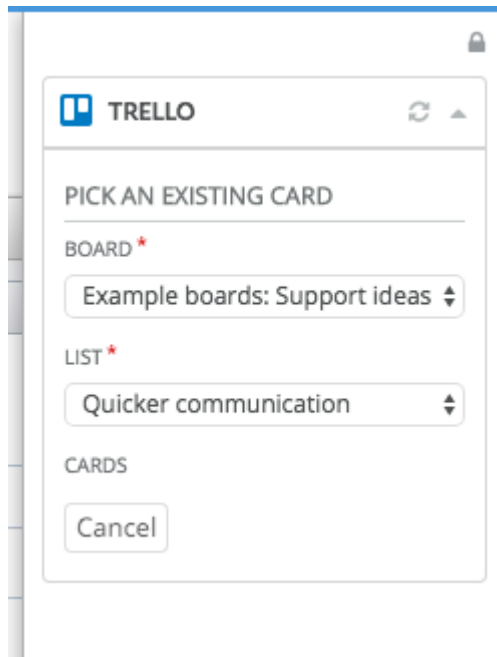
Searching for cards:

Simply search the name or URL of the card!

A screenshot of the Trello search dialog box. It features the Trello logo and the text "SEARCH FOR A CARD". Below this is a search input field with the placeholder text "Search card or paste URL..." and a magnifying glass icon. At the bottom of the dialog is a "Cancel" button.

Picking existing cards:

Simply select the card from an existing board or list!



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