

Trello Helpdesk Integration with Deskpro

2017-05-30 - Zara Marchesi - Kommentarer (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 Trello card titled "Qui explicabo non." with ID 75. The card is currently assigned to "Awaiting Agent". The "PROPERTIES" section includes fields for Agent (John Doe), Team (None), and Followers (Norene Schumm, John Doe). It also has labels "brekke plc", "hand-torphy", and "stamm-gleichner", and a language of "Dev Blank Out". The "Reason for Complaint" is "Nuisance" and "Suggested Actions" include "Eviction, Shun, Strongly worded letter".

The "REPLY" area has a rich text editor with options for Attach, Snippets, Bold, Italic, Underline, Bulleted List, Numbered List, Indent, Outdent, Table, Image, Video, Link, and Code. Below the editor are options to "Send Reply as Awaiting User" and checkboxes for "Agent: Me", "Team: Level 1", "Close Tab", and "Email User".

The "MESSAGES" section shows two messages:

- #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 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.
- #9 Rory Cronin <florence.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.

Searching for cards:

Simply search the name or URL of the card!

The screenshot shows the Trello search dialog box. It has a title bar with the Trello logo and a refresh icon. The main area contains the text "SEARCH FOR A CARD" above a search input field with the placeholder "Search card or paste URL...". Below the input field is a "Cancel" button.

Picking existing cards:

Simply select the card from an existing board or list!



The image shows a screenshot of a Trello dialog box titled "PICK AN EXISTING CARD". The dialog box has a header with the Trello logo and the word "TRELLO" on the left, and a refresh icon and an upward arrow icon on the right. Below the header, the text "PICK AN EXISTING CARD" is displayed. Underneath, there are three sections: "BOARD" with a red asterisk, a dropdown menu showing "Example boards: Support ideas" with a double-headed arrow; "LIST" with a red asterisk, a dropdown menu showing "Quicker communication" with a double-headed arrow; and "CARDS" with a "Cancel" button below it. The dialog box is set against a light gray background with a vertical scrollbar on the left side.

Creating a new card:

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

CREATE A NEW CARD

BOARD *

Example boards: Support ideas

LIST *

Improving SLAs

Title *

DESCRIPTION

SHOW 2 OPTIONAL FIELDS

Create card Cancel