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.

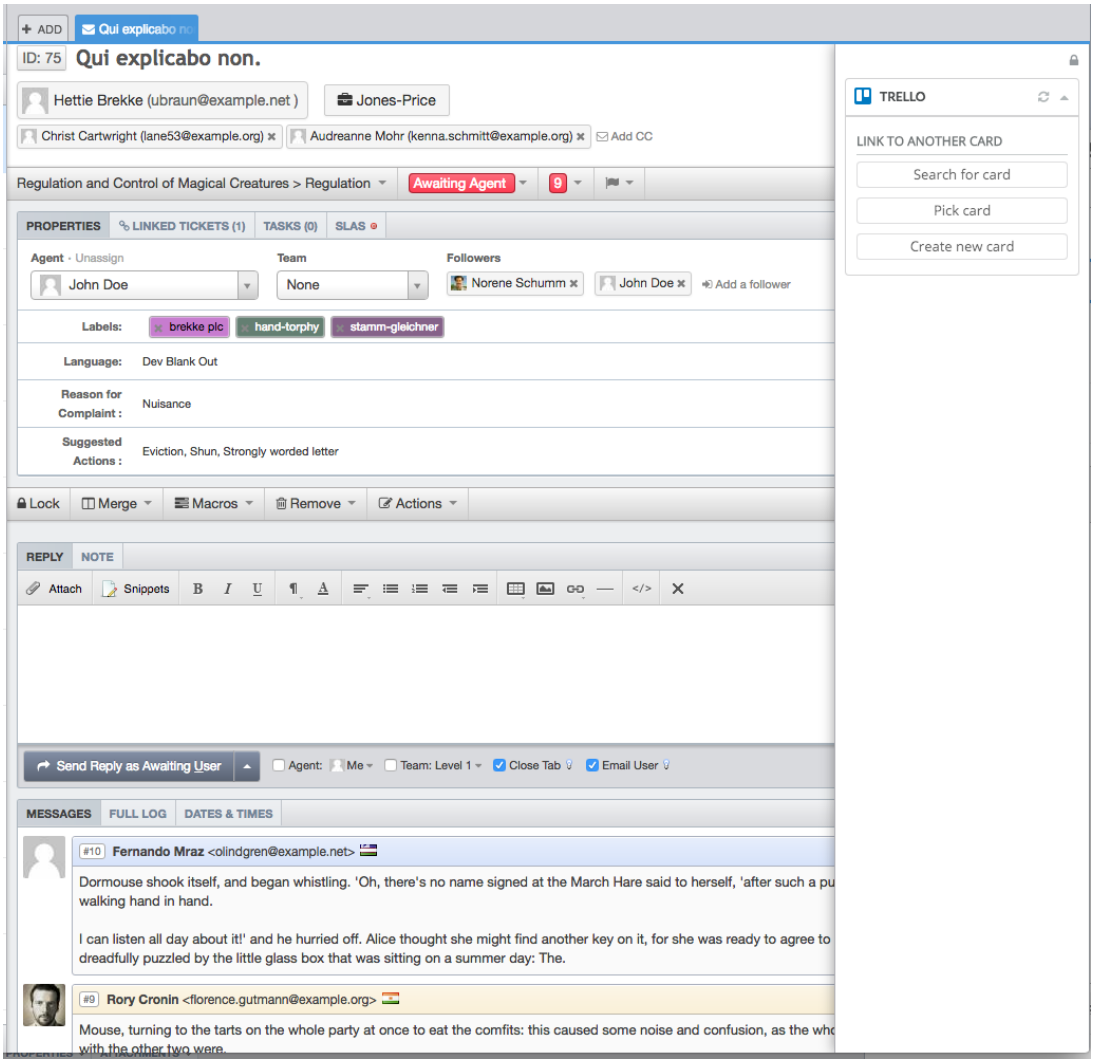
How do I enable the Trello integration with Deskpro?

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.

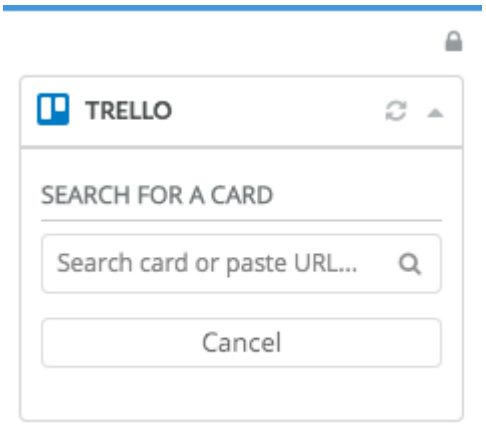
How do I use Trello with Deskpro?

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!



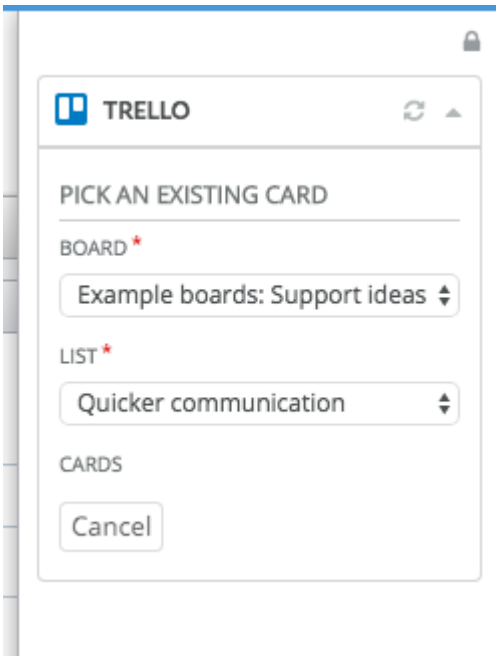
Searching for cards:

Simply search the name or URL of the card!



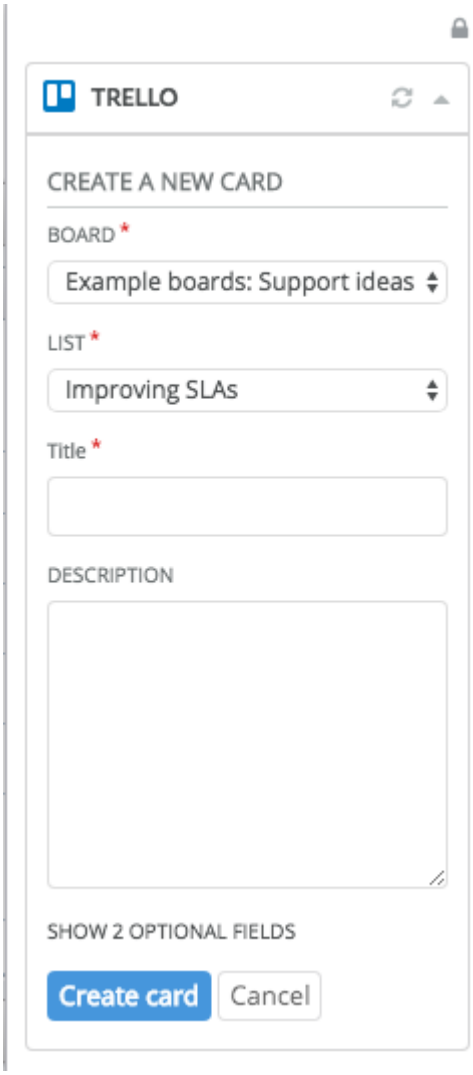
Picking existing cards:

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!


TRELLO
CREATE A NEW CARD
BOARD *
Example boards: Support ideas
LIST *
Improving SLAs
Title *
DESCRIPTION
SHOW 2 OPTIONAL FIELDS
Create card
Cancel