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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!

The screenshot shows a Trello card titled "Qui explicabo non." with ID 75. The card is assigned to Hettie Brekke (ubraun@example.net) and is in the "Awaiting Agent" status. The card is part of a list titled "Regulation and Control of Magical Creatures" under the "Regulation" board. The card's properties include: Agent (John Doe), Team (None), Followers (Norene Schumm, John Doe), Labels (brekke plc, hand-forphy, stamm-gleichner), Language (Dev Blank Out), Reason for Complaint (Nuisance), and Suggested Actions (Eviction, Shun, Strongly worded letter). The card is locked and has a "Merge" button. The "REPLY" section shows a message from Fernando Mraz (olindgren@example.net) dated 10/10/2016. The "MESSAGES" section shows a message from Rory Cronin (florence.gutmann@example.org) dated 10/10/2016. The sidebar on the right shows a "TRELLO" header and a "LINK TO ANOTHER CARD" section with buttons for "Search for card", "Pick card", and "Create new card".

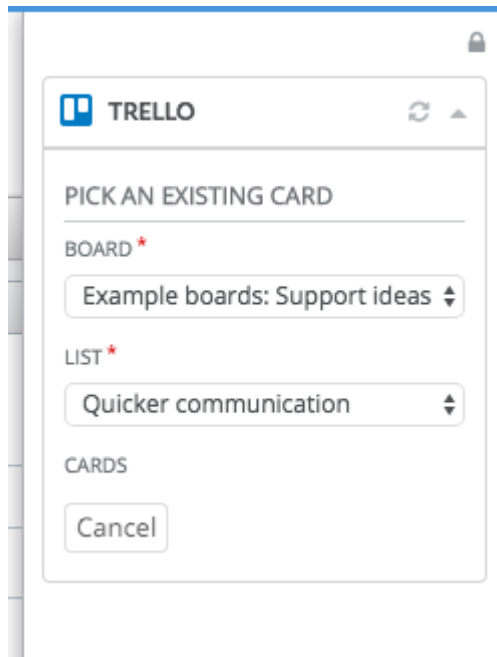
Searching for cards:

Simply search the name or URL of the card!

The screenshot shows the Trello search dialog box. It has a header with the Trello logo and a search icon. Below the header is a section titled "SEARCH FOR A CARD" with a search input field containing the placeholder text "Search card or paste URL...". There is a search icon (magnifying glass) to the right of the input field. 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 Trello dialog box titled "PICK AN EXISTING CARD". It has a header bar with the Trello logo and a refresh icon. Below the header, there are three sections: "BOARD" with a dropdown menu showing "Example boards: Support ideas", "LIST" with a dropdown menu showing "Quicker communication", and "CARDS" with a "Cancel" button. The dialog box 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