First we need to set up a board under my Trello Accoont for help desk then create a list in here for New Tickets, Doing, Done and Built. Now the client can add some tickets based on whot kind of Help Desk we are making, like if we are making Help desk for Computer issues so ticket will Contain Computer computer related Queries and then all the incoming tickets show up in the New Ticket List. As we start working on them we will slide them in the Doing list where we can also add notes if needed and when we're all done and the client verifies that everything good to go, we put that Ticket in the Done List after we have build it that means the issue has been resolved and we keep reporting the same for every ticket popped up in the New Ticket List. So we can see it looks preetty simple in the Trello software.

everything moving to the right, but this is all manual so in order to make it more dynamic we can automate the ticket creation so that people can place a ticket on their own and save some time so there's a way to do that when we come over here to menu there's a email to board settings and what that does it is gives you an email address to the Trello board and anything is emailed to that email address is gonna automatically create a card or a ticket in one of these lists, so it will asks you first which list you fir want to create it in and choose New Tickets and basically what you can do now is just include an email address wherever you want people to create a helpdesk ticket like we can include this in website or an app in our email footer or contact section saying something like "Click here to submit a Ticket" and then just make that text do link to that email address or you can send up a form on your website or app that lets people to put in all the information about their request an issues and the way the forms work

is they always end up being translated into an structured body which contains a detail information of the ticket that will go to that email were we can see it and this is basically when the client fill out that form it submits an email and it will show up as a ticket or a card here on our helpdesk system then all we have to do is help them put it in done list, build it if needed and that's pretty much how we can use Trello as a simple helpdesk solution. Now the only Drawbacks of doing this is that we know Trello is not going to communicate back to the client unless we add some people to our helpdesk Trello board which we don't want to do, because we don't want them to have access to our whole board wherever we only want them to have access to the communication on the tickets so if we want to go back and forth to them by email or something like that them we may consider using a helpdesk solution like zendesk and finding some kind of API bridge that will create a

helpdesk ticket if needed in our Trello board. Anyway
if we don't require that email communication to go back
to them like for example if we are just gonna call
the client to make sure that whatever we've helped
them is solved and this basically works fine and
its completely free so its kind of a good solution that
how we can use Trello as a simple helpdesk.