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AI-Powered Answers, Now in Slack

([Product \(Agent\)](#) - [تعليقات](#) (.) - Lara Proud - 2025-07-28

.We've made it even easier to get fast, accurate answers, right where your team is already working

You can now use Deskpro AI inside Slack to generate instant replies powered by your existing help center content. Once the [Slack app is installed](#) and you're signed in, just

Use the `/deskpro ai [your question]` command •

Or click the "Answer with AI" message shortcut •

The screenshot shows a Slack chat window. On the left is a sidebar with channel names: general, back-workflow..., marketintel, dc-updates, product-feedback, product-feedback, product-feedback, office-general, -ops, ops-team, and add channels. The main chat area shows a message from Sarah at 4:45 PM: "Notified the engineering team. They'll pick it up shortly." Below this is a "Today" separator. Then a message from Jordan at 8:30 AM: "We've had 3 people report their key fobs aren't letting them into the build. The error says 'Error: Unauthorized.' Can someone please investigate?" This message has a thumbs up reaction with a count of 1. Below the message is a text input field with a rich text editor toolbar (B, I, S, link, list, list, list, code, insert) and a text input field containing the command `/deskpro ai How do I reset staff key fobs?`. Below the input field is another toolbar with icons for adding attachments, text formatting (Aa), emojis, mentions (@), video calls, voice calls, and a link icon.

AI will respond in-thread with a helpful, content-backed answers. The AI Slackbot is perfect for handling FAQs, support queries, and repetitive questions, all without leaving Slack. And based on knowledge you supply via your AI Data Sources so you can rest assured that you're receiving only the best responses

This feature requires your Deskpro instance to be connected to Deskpro AI. [Get started with Deskpro AI](#) to explore the potential of your AI Slackbot

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