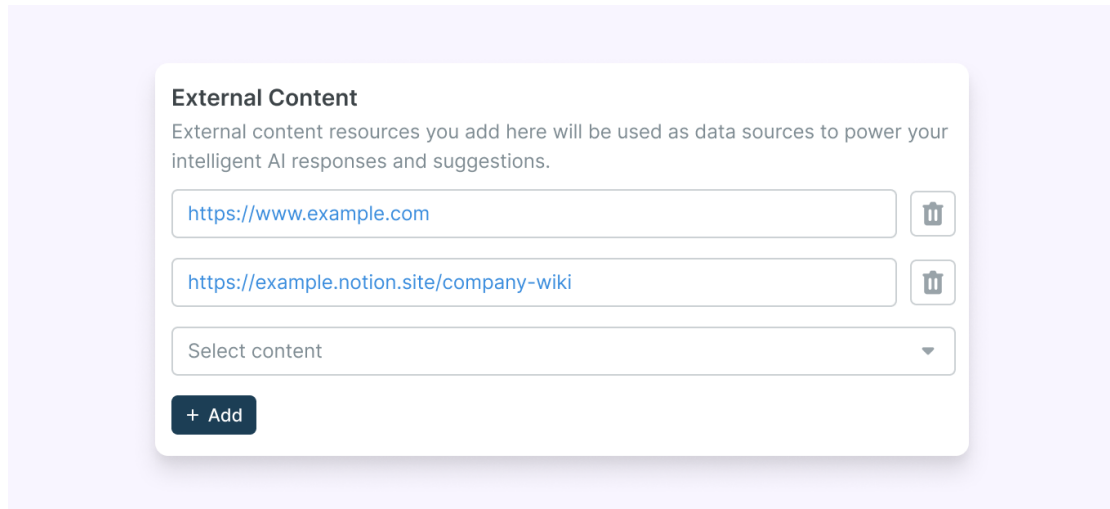# Give your AI help desk external knowledge

(Product (Admin) - (٠) تعليقات - Lara Proud - 2025-05-20

We're happy to introduce a new feature that can help your AI help desk provide even better support: Web Data Sources.

External Content

External content resources you add here will be used as data sources to power your intelligent AI responses and suggestions.

https://www.example.com 🗑

https://example.notion.site/company-wiki 🗑

Select content ⌄

+ Add

This feature lets you connect your Deskpro AI to information from external websites and knowledge bases. Think of it as giving your AI access to a broader range of knowledge, so it can answer customer questions more completely and accurately.

What does this mean for you?

- More comprehensive answers: Your AI can now draw on a wider range of information to help customers.

- Happier customers: By providing more complete and accurate answers, you can improve customer satisfaction.

- Easier setup: Connecting a web source is straightforward and can be done through the admin interface.

Want to learn more? You can find detailed instructions and helpful tips in our documentation.