

Introducing Deskpro's AI Innovations for Smarter Support

2024-08-07 - Lara Proud - Коментари (0) - Product (Admin)

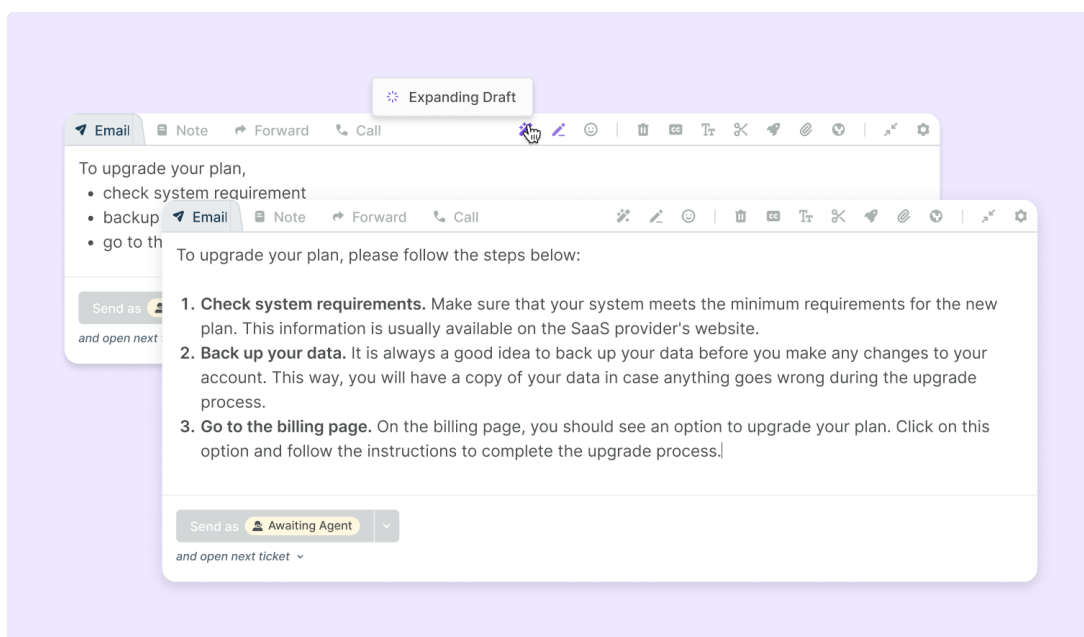
The team is thrilled to announce the launch of our first AI-powered features, designed to revolutionize the way your team works. Introducing AI-powered Agent Productivity Tools and Workflow Automations.

Our AI tools, seamlessly integrated into the Deskpro platform, are your agents' new allies, taking over repetitive tasks, reducing triage, and freeing your team to focus on what truly matters.

Available for Professional and Enterprise plans at no additional charge! Simply connect your OpenAI account to your Deskpro workspace and enable the features you want available.

AI Productivity Tools

Our AI-powered Agent Productivity Tools are designed to help your support agents work more efficiently and effectively.



With these innovative features, your team can:

- **Enhance Reply:** Craft perfect responses with enhanced tone or improved grammar and spelling
- **Expand Reply:** Transform brief replies into detailed responses with a single click.
- **Summarize Ticket:** Get full context in seconds with intelligent ticket summaries.

To enable these tools for your agents, navigate to **Admin > AI > Productivity Tools** and select the features you want to activate.

AI-Powered Automations

Supercharge operations with intelligent AI automation features designed to optimize efficiency and accuracy.

- **Customer Intent Detection:** Identify and categorize customer queries with AI intent detection.
- **Sentiment Analysis:** Detect how a user feels and empower your team to respond with appropriate empathy and urgency every time.

Combine these tools with Deskpro's Triggers for advanced ticket triage and smarter workflows, making your core processes smoother.

The screenshot illustrates a workflow configuration in Deskpro. At the top, an email trigger from Chris Peters (chris.p@example.com) is shown with the text: "My order was broken when it arrived, I want to request a refund. Please let me know what I need to do?". A purple arrow points from this trigger to a "Customer Intents" box. This box contains two intent categories: "Orders > Damaged Order" and "Billing > Refund". Below the trigger and intent box, the workflow configuration is shown. The "When" condition is set to "the following conditions are met:" with a dropdown menu showing "Customer Intent" and a text field containing "is". To the right of the text field is a button labeled "Billing > Refund". The "Then" section is titled "the following actions will run:" and contains two actions. The first action is "Set department" with a dropdown menu showing "Billing". The second action is "Set urgency" with a dropdown menu showing "Increase Urgency by" and a text field containing "4".

Intent Detections comes with some pre-built Intent Sets, but you can create your own

custom Intents to fit your team's needs.

To get started with Customer Intents, go to **Admin > AI > Customer Intents**, and to enable Sentiment Detection go to **Admin > AI > Automations** where you can turn this on.

For more information on how to get started, you can read the [AI Guide](#).

And more to come

We're excited to be sharing these innovative features with you, if you are interested in Deskpro's AI features you can [get in touch with our team](#).

And this is just the beginning of our AI journey. We are continuously developing more AI features and refining these capabilities to provide you with the tools to help you deliver exceptional customer experiences as the year progresses and we can't wait to share even more of what the team has been building.