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Adding Service Credits to your Deskpro account

Lara Proud - 2025-05-19 - [Kommentarer \(0\)](#) - [Billing, Consultancy & Sales](#)

This article explains how to add Service Credit to your Deskpro account.

Service Credit is used to pay for usage-based features within Deskpro, such as the Deskpro Managed AI, Voice, and WhatsApp.

To add Service Credit:

- 1. Access the Billing Dashboard:** Click the \$ icon in the navigation panel to load the Billing dashboard.
- 2. Navigate to Service Credit:** Scroll down to the Service Credit section.
- 3. Add Credit:** Click Add Credit.
- 4. Set the Amount:** Enter the amount of credit you wish to add. We recommend starting with a small amount, such as \$5-10, to familiarize yourself with usage patterns.
- 5. Confirm and Pay:** Follow the on-screen instructions to confirm your purchase and complete the payment process.

To avoid running out of Credit, you can enable "Low Balance Top Up", which will automatically top up your Service Credit balance when you hit a specified threshold to ensure your account always has enough credit to operate efficiently.

Low Balance Top-up

Restore to

\$100

When Balance is below

\$10

Your service credit is auto-recharged to restore the balance to **\$100.00** when it falls below **\$10.00**.

Payment Method



No payment method saved



Save Changes

Cancel

If you are trialing Deskpro and wish to evaluate a feature that requires Service Credit, please contact sales@deskpro.com to add credit to your account.

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- [Setting up Deskpro AI](#)
- [Purchasing a Twilio SMS Number for WhatsApp](#)
- [Initial Voice Setup](#)