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AI-Powered Answers, Now in Slack

2025-07-28 - Lara Proud - [Kommentare \(0\)](#) - [Product \(Agent\)](#)

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 channel interface. On the left is a sidebar with channel names like 'general', 'slack-workflow...', 'marketintel', 'dc-updates', 'product-feedback', 'office-general', 'ops', 'ops-team', and 'add channels'. The main area shows a message from Sarah at 4:45 PM: "Notified the engineering team. They'll pick it up shortly." Below it is a separator for "Today". 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?" Below Jordan's message are reaction icons (thumbs up, smiley face) and a text input field containing the command `/deskpro ai How do I reset staff key fobs?`. The input field has a rich text editor toolbar above it with icons for bold, italic, strikethrough, link, list, indent, code, and insert.

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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