



[Neuigkeiten](#) > [Product](#) > [Product \(Admin\)](#) > [Deskpro AI supports Anthropic Claude, Google Gemini, and Mistral AI](#)

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2025-12-02 - Lara Proud - [Kommentare \(0\)](#) - [Product \(Admin\)](#)

We've expanded [Deskpro AI](#) with support for three leading public AI providers — **Google Gemini**, **Mistral AI**, and **Anthropic Claude**. This update gives you more flexibility, performance options, and control over the AI models powering your help desk tools.



Connect to any of these providers through [Admin > Deskpro AI > AI Connections](#). Choose which AI provider you wish to use to power key Deskpro AI features, including:

- Suggested replies
- Ticket summaries
- Knowledge article suggestions
- Workflow automation

Deskpro AI adapts to your organization's technical, regulatory, and performance requirements — helping you build the ideal AI-assisted help desk.

This update builds on Deskpro's existing AI ecosystem, including [OpenAI](#) (now supporting GPT-5.1 with Bring Your Own AI and Deskpro Managed) and [Azure OpenAI](#) (supporting GPT-5.0).

Ähnliche Inhalte

- [Deskpro AI Supported Models & Providers](#)