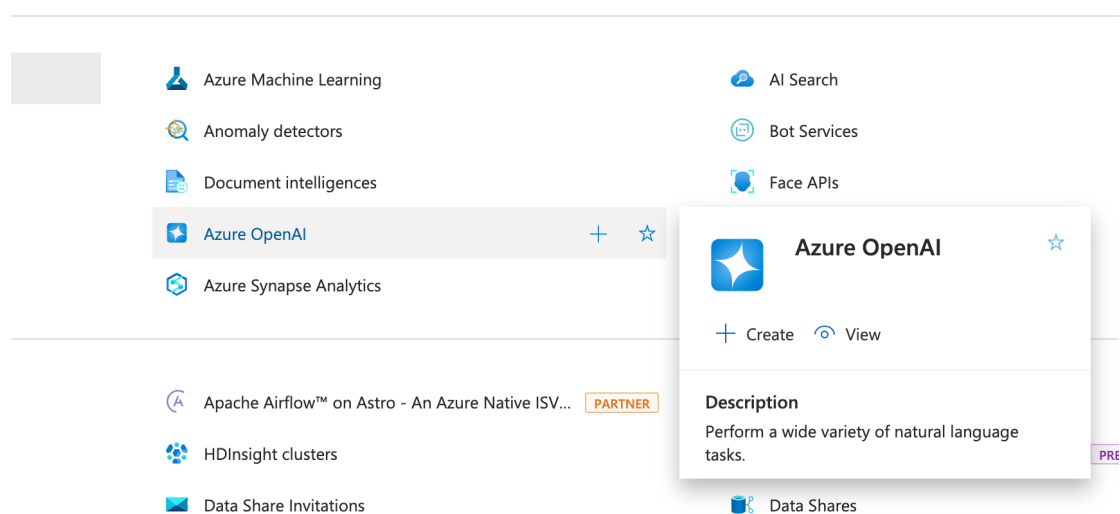


## Setting Up Azure OpenAI for Deskpro

Lara Proud - 2025-03-26 - [Σχόλια \(0\)](#) - [AI](#)

### Step 1: Set Up Azure OpenAI Service

1. Access Services: Visit the Azure All Services page.
2. Create Service: Select and create a new Azure OpenAI service.



3. Configure Basics: In the Basics tab, fill in the required fields and choose a name for your service.

Get access to Vision, Language, Search, and Speech Azure AI services with a single API key. Quickly connect services together to achieve more insights into your content and easily integrate with other services like Azure Search.

[Learn more](#)

### Project Details

Subscription \* ⓘ Azure subscription 1

Resource group \* ⓘ [Create new](#)

### Instance Details

Region ⓘ East US

Name \* ⓘ

**i** Location specifies the region only for included regional services. This does not specify a region for included non-regional services. [Click here for more details.](#)

Pricing tier \* ⓘ Standard S0

[View full pricing details](#)

By checking this box I acknowledge that I have read and understood all the terms below \*

## Step 2: Deploy Models

**1. Access Overview:** Once the instance is created, navigate to the Overview section.

**2. Go to AI Foundry:** Click on "Go to Azure AI Foundry Portal."


The screenshot shows the Azure portal interface. On the left is a navigation pane with a search bar and a list of menu items: Overview (selected), Activity log, Access control (IAM), Tags, Diagnose and solve problems, Resource Management (expanded), Keys and Endpoint, Encryption, Pricing tier, Networking, Identity, and Cost analysis. On the right is the Overview page for a resource group. At the top right, there is a button 'Go to Azure AI Foundry portal' with an external link icon, which is circled in red, and a 'Delete' button. Below this is a section titled 'Essentials' with the following details: Resource group (move) : Test, Status : Active, Location : East US, Subscription (move) : Azure subscription 1, Subscription ID : , and Tags (edit) : Add tags. At the bottom, there are three tabs: 'Get Started' (selected), 'Develop', and 'Monitor'.

**3. Deploy Models:** Under the Shared Resources menu, select Deployments.




 Home


Get started


 Model catalog


Playgrounds 

 Chat


 Assistants PREVIEW


 Real-time audio PREVIEW


 Images

 Completions

Tools 

 Fine-tuning  
Azure OpenAI


 Service PREVIEW  
Evaluation

 Stored completions PREVIEW


 Batch jobs

 Metrics


Shared resources 

 Deployments

 Quota

 Safety + security

 Data files

 Vector stores PREVIEW



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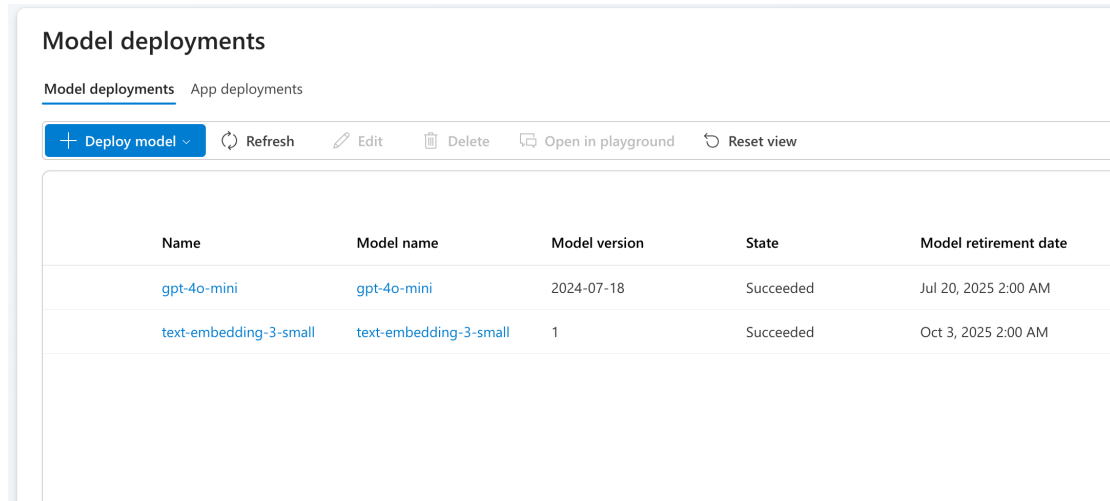


>

>

#### 4. Choose Models: Deploy the following models:

- gpt-4o-mini
- text-embedding-3-small



Name	Model name	Model version	State	Model retirement date
<a href="#">gpt-4o-mini</a>	<a href="#">gpt-4o-mini</a>	2024-07-18	Succeeded	Jul 20, 2025 2:00 AM
<a href="#">text-embedding-3-small</a>	<a href="#">text-embedding-3-small</a>	1	Succeeded	Oct 3, 2025 2:00 AM

## Step 3: Configure Deskpro

1. **Access Home Menu:** After deploying the models, go to the Home menu at the top left to find your settings.
2. **Copy Settings:** Retrieve the API key, endpoint, and location.
3. **Connect with Deskpro:** Enter these details into the Deskpro Admin Settings to connect your Azure OpenAI.


### Welcome to Azure OpenAI Service

Explore the generative AI models and craft unique prompts for your use cases.

#### Resource configuration

[View JSON](#)

Name

julien-openai-azure-test 

[View access control \(IAM\)](#) 

API key 1

..... 

API key 2

..... 

Subscription

[Azure subscription 1](#) 


Resource group

[Test](#) 

Azure OpenAI Service endpoint

<https://your-instance.openai.azure.com/> 

Subscription ID

97db8be5-622d-4ee8-99ab-9f30add2817a 

Pricing tier

Standard S0 

Location

[eastus](#) 

#### Get started

- [Ετικέτες](#)
- [Deskpro AI](#)

## Σχετικό περιεχόμενο

- [More AI Choice, More Flexibility - Deskpro Supports Azure AI!](#)
- [Setting up Deskpro AI](#)