



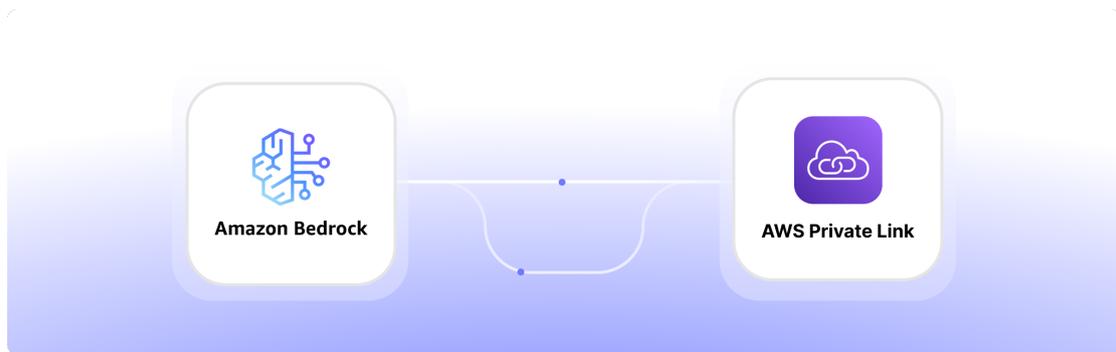
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AWS Bedrock available in Deskpro AI (with PrivateLink support)

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

We're excited to introduce **AWS Bedrock** as a new AI provider within Deskpro AI; with the added ability to securely route traffic through AWS PrivateLink when running in your own Amazon VPC.

On Deskpro Private you gain access to Bedrock's foundation models giving you more choice, stronger compliance alignment, and deeper control over how AI is deployed inside your help desk.



AWS Bedrock unlocks a wide selection of foundation models, for self-hosted or public AI models, in various hosting locations around the world. Learn how to [connect your AWS Bedrock account to Deskpro](#).

Once you have set up your account with AWS Bedrock, you can choose your region, provide your security credentials and then choose the Prompting and Embedding models for flexibility over your help desk AI.

For a full list of our recommended AI models, take a look at [Supported AI Models in Deskpro](#).

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