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Give your AI help desk external knowledge

2025-05-20 - Lara Proud - [Comments \(0\)](#) - [Product \(Admin\)](#)

We're happy to introduce a new feature that can help your AI help desk provide even better support: Web Data Sources.

External Content

External content resources you add here will be used as data sources to power your intelligent AI responses and suggestions.

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This feature lets you connect your Deskpro AI to information from external websites and knowledge bases. Think of it as giving your AI access to a broader range of knowledge, so it can answer customer questions more completely and accurately.

What does this mean for you?

- **More comprehensive answers:** Your AI can now draw on a wider range of information to help customers.
- **Happier customers:** By providing more complete and accurate answers, you can improve customer satisfaction.
- **Easier setup:** Connecting a web source is straightforward and can be done through the admin interface.

Want to learn more? You can find detailed instructions and helpful tips in our [documentation](#).