



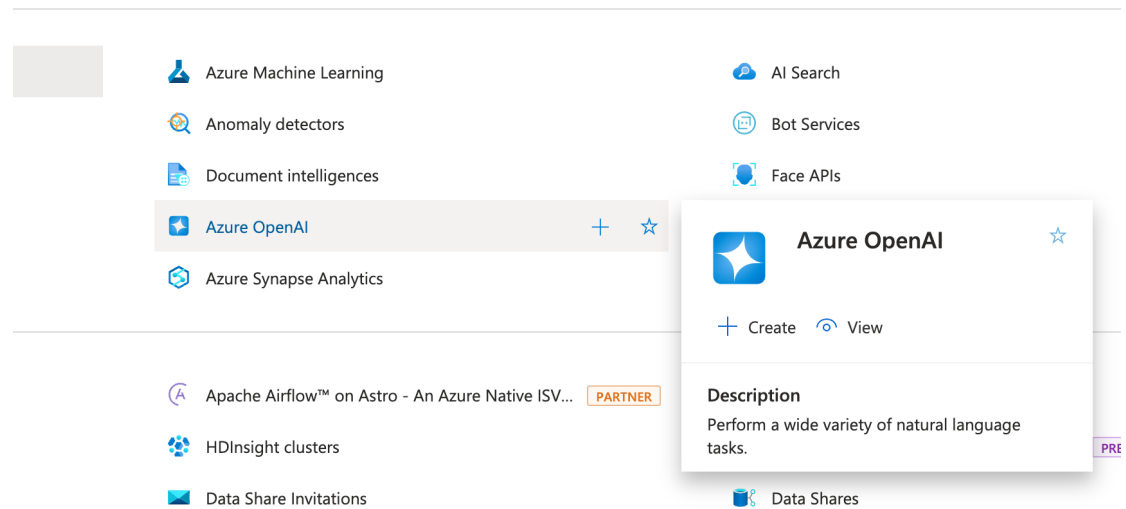
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Setting Up Azure OpenAI for Deskpro

Lara Proud - 2025-03-26 - [Comments \(0\)](#) - [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.

[Basics](#) [Network](#) [Identity](#) [Tags](#) [Review + create](#)

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 * ⓘ

Resource group * ⓘ

[Create new](#)

Instance Details

Region ⓘ

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 * ⓘ

[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."

<<

Overview

Activity log

Access control (IAM)

Tags

Diagnose and solve problems

Resource Management

- Keys and Endpoint
- Encryption
- Pricing tier
- Networking
- Identity
- Cost analysis

Go to Azure AI Foundry portal Delete

Essentials

Resource group (move) : Test

Status : Active

Location : East US

Subscription (move) : Azure subscription 1

Subscription ID :

Tags (edit) : Add tags

Get Started

Develop

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

 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

Model deployments

Model deployments

App deployments

+ Deploy model

Refresh

Edit

Delete

Open in playground

Reset view

Name	Model name	Model version	State	Model retirement date
gpt-4o-mini	gpt-4o-mini	2024-07-18	Succeeded	Jul 20, 2025 2:00 AM
text-embedding-3-small	text-embedding-3-small	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

Name

julien-openai-azure-test

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

API key 1

.....

API key 2

.....

Subscription

[Azure subscription 1](#)

Subscription ID

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

Resource group

[Test](#)

Azure OpenAI Service endpoint

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

Pricing tier

Standard S0

Location

eastus

Get started

Tags

[Deskpro AI](#)

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