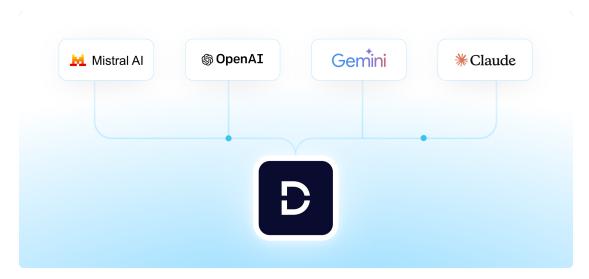


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Deskpro AI supports Anthropic Claude, Google Gemini, and Mistral AI

2025-12-02 - Lara Proud - Comments (0) - Product (Admin)

We've expanded <u>Deskpro AI</u> 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 $\underline{Admin} > \underline{Deskpro\ AI} > \underline{AI\ Connections}$. 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).

Related Content

• Deskpro AI Supported Models & Providers