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More AI Choice, More Flexibility - Deskpro Supports Azure AI!

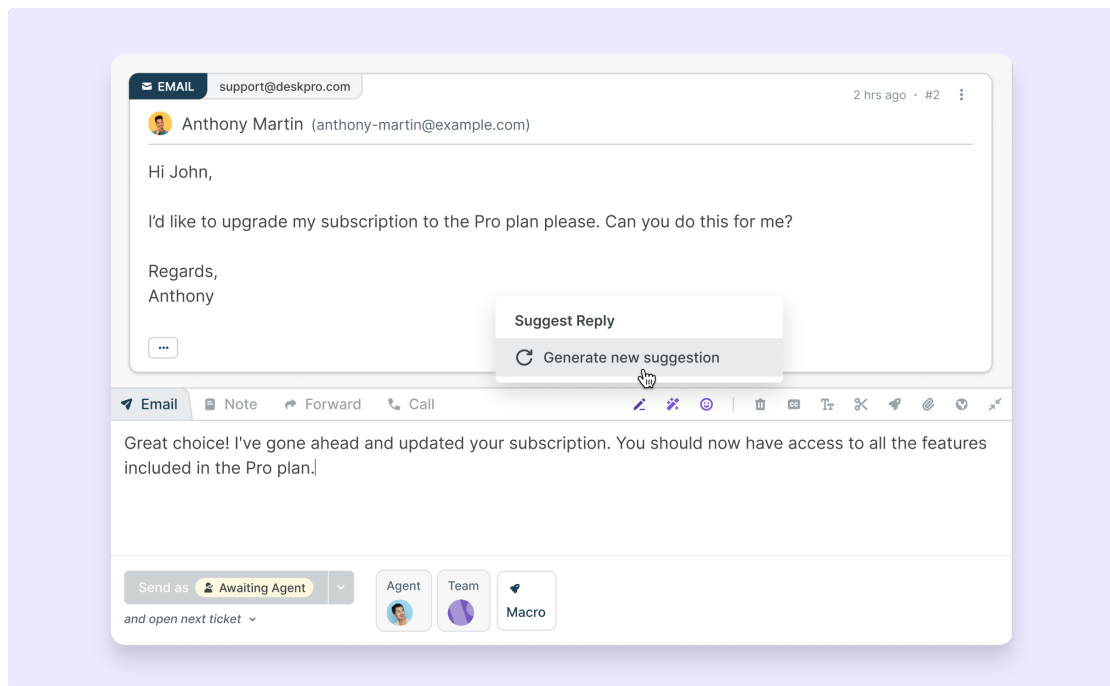
2025-04-23 - Lara Proud - [Comentarios \(0\)](#) - [Product \(Admin\)](#)

We believe in giving you the power to choose the AI provider that works for your business. That's why we're introducing [Microsoft's Azure OpenAI](#) as our second supported AI provider!

A screenshot of the 'Add AI Connection' dialog box in Deskpro. The dialog is white with a light purple background. On the left, there are two logos: the OpenAI logo (a black knot) and the Azure logo (a blue 'A'). The dialog title is 'Add AI Connection'. Below the title, there is a message: 'To enable AI features, you must set up a secure connection to your chosen AI provider by entering your unique API key(s)'. There are two input fields: 'Provider*' with a dropdown menu showing 'Azure OpenAI' and a downward arrow, and 'Key*' with a text input field containing the key 'ai-8Jk3L6XZ0mNpQrS7vW4yB2eHgT1fDuC9'. At the bottom, there are two buttons: 'Create' (dark blue) and 'Cancel' (white with a grey border).

You can now connect Azure OpenAI to use Deskpro AI features - simply bring your Azure OpenAI API Key. This gives you control over your AI provider while benefiting from Deskpro's AI features. Whether you prioritize security, compliance, or performance, the choice is yours.

Learn how to [set up your preferred AI connection](#) in Deskpro. Then, enable your choice of Deskpro's AI features for your team.



With both OpenAI and Azure OpenAI now supported, tailor your AI-powered support to your organizational needs. Stay in control and stay secure, while you unlock more intelligent customer interactions with Deskpro!

Contenido relacionado

- [Setting Up OpenAI for Deskpro](#)
- [Setting Up Azure OpenAI for Deskpro](#)
- [Setting up Deskpro AI](#)