Power AI Support with Existing Help Center Content

(Lara Proud - Comment (1) - Product (Admin) - 2024-11-08

Unlock the full potential of Deskpro AI with our new feature that leverages your existing Help Center content to fuel AI-powered support responses. This innovative feature enables you to:

?What do AI Data Sources do
AI Data Sources lets you use your existing content to power your AI responses and suggestions. This means you can get started with Deskpro AI faster as you can use your existing bank of content to fuel its knowledge so the responses it generates are always relevant to your organization to help your team deliver more accurate and personalized responses, faster.

?How does it work
1. Go to **AI** > **AI Setup & Logs** > **AI Data Sources** in your Admin interface

2. Click + New to create a new data source

3. Follow the simple setup process to connect your existing content from the Help Center

It's really easy to set up your Data Sources which you can then use across our other AI-powered features, like our AI Chatbot and Suggested Replies. For more information on getting started, you can also refer to the AI Guide.

AI Data Sources are available to users on the Professional or Enterprise plan. If you would like to explore Deskpro AI, you can get in touch to discuss your plan with our team.