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Give your AI help desk external knowledge


(Product Admin - تعليقات) - Lara Proud - 2025-05-20

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.


<https://www.example.com>



<https://example.notion.site/company-wiki>



Select content



+ Add

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