![Deskpro logo]

Deskpro AI can now use Snippets as a content source

2026-02-09 - James Godwin - [Commenti (0)](#) - [Product (Agent)](#)

Deskpro's Suggest a reply feature can now use Snippets as a content source. This allows AI to pull directly from existing approved, curated responses your team uses day-to-day, alongside your existing AI data sources. Instead of generic suggestions, agents see replies shaped by real support answers that already reflect how your team communicates.

Because snippets are typically created from day-to-day customer conversations. This helps agents move from suggestion to send with minimal editing, especially for common or repeat issues, and keeps responses consistent across the team.

When Snippets are used as a content source, AI follows the same visibility and permission rules as your agents. It only references snippets the agent can already see, and private snippets are excluded, keeping AI fully aligned with your existing policies.

This feature is available on Professional and Enterprise plans and currently works with Suggest a reply.

Guidance on organising snippets

Snippets don't need to be categorised to work, but organisation makes a clear difference for both agents and AI. Well-structured categories help agents find relevant responses more quickly and reduce the mental load of searching through a long, flat list of snippets. They also give AI more context about when and how a particular response should be used.

When Snippets are added as an AI content source, you can include or exclude entire snippet categories. This gives you direct control over which types of responses AI can reference, similar to how you manage content from the Help Center.

To get the most value, it's worth creating a simple snippet taxonomy based on common topics or use cases your team handles. This makes snippet management easier as your library grows and improves the relevance of AI-generated suggested replies over time.