Why is the Deskpro Microsoft Teams App not working in my Microsoft GCC environment?

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Our Microsoft Teams integration is designed to work with the standard Microsoft 365 environment. If your organisation uses the Microsoft Government Community Cloud (GCC, GCC High or DoD), the Deskpro app will not be available.

Why Not?

Microsoft runs GCC as a separate version of the Microsoft 365 cloud structure with stricter rules to meet U.S. government security and compliance needs. Because of this, apps built for regular Microsoft 365 environments don't automatically work in GCC.

What This Means for You

Right now, the Deskpro Teams app is only available in the standard Microsoft 365 environment. If you're using GCC and attempt to install the app, you will not see or be able to install the app, e.g.: