Convenient AI Management in Deskpro with Service Credit

2025-05-20 - Lara Proud - [댓글 (0)](#) - [Product (Admin)](#)

On Deskpro Cloud, you can now unlock the power of AI in your help desk with the Deskpro Managed Connection!
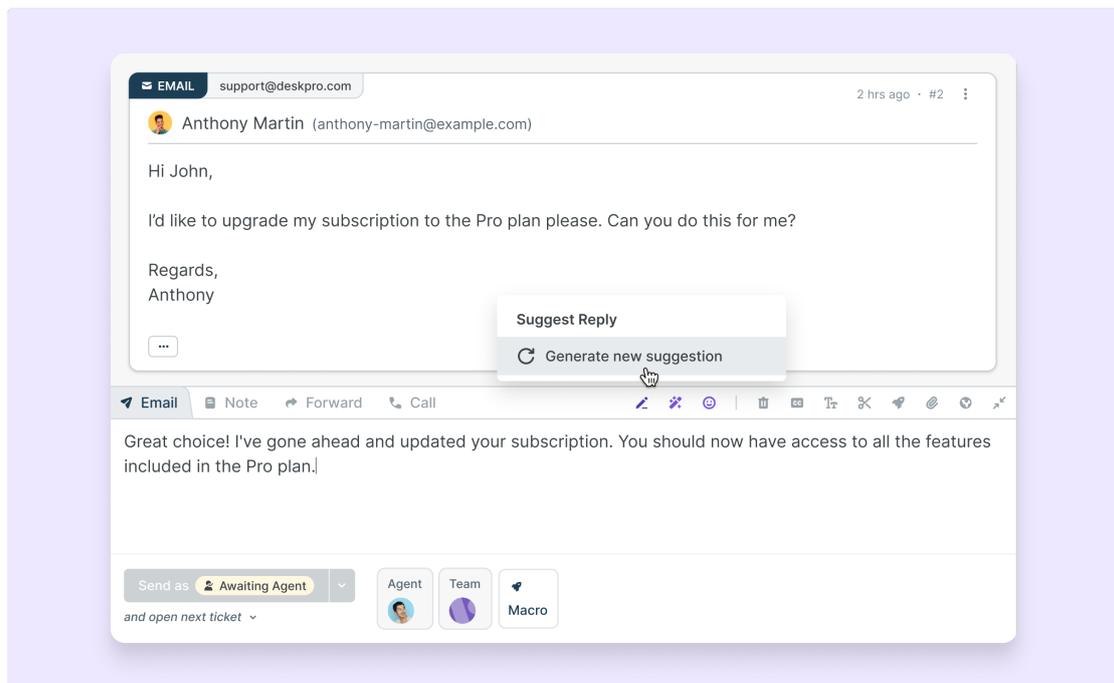

This AI Connection makes it even easier to integrate OpenAI directly into your Deskpro workflow, enhancing agent productivity and transforming customer experiences.

What is it?

The Deskpro Managed Connection is a seamless and secure way to access OpenAI's powerful AI capabilities within Deskpro, without the complexity of managing separate OpenAI or Azure AI accounts. We handle the technical complexities, so you can focus on what matters most: providing exceptional support.

How can it enhance your workflow?

By using the Deskpro Managed Connection, you can give your team access to all of Deskpro's AI tools without needing to administer an AI connection of your own. You simply add Service Credit to your account in the Billing interface.

Once enabled, your team will have access to:

- **Ticket Summarization:** Let AI automatically summarize lengthy ticket threads, saving agents valuable time.

- **Improve Agent Responses:** Use AI to suggest relevant knowledge base articles or canned responses, ensuring consistent and accurate answers.

- **Draft Knowledge Base Articles:** Use a ticket thread where an agent resolves an issue to generate a knowledge base article that will solve it in the future for others.

- **Enhance Sentiment Analysis:** Identify customer sentiment in real-time, allowing agents to prioritize urgent or dissatisfied customers.

- **AI Chatbot:** Enable AI chat responses that use your various data sources to respond to user questions and deflect tickets.

Getting Started is Simple:

To activate the [Deskpro Managed Connection](), go to **Admin > AI > AI Connections**, and choose the **Deskpro Managed Connection**. Deskpro takes care of the connection, billing, and ongoing maintenance, passing on OpenAI costs directly with no added fees. This ensures complete transparency and predictable pricing.

You'll need to [purchase Service Credits]() to use AI features powered by the Deskpro Managed Connection.