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More AI Choice, More Flexibility - Deskpro Supports Azure AI!

2025-04-23 - Lara Proud - [Comments \(0\)](#) - [Product \(Admin\)](#)

We believe in giving you the power to choose the AI provider that works for your business. That's why we're introducing [Microsoft's Azure OpenAI](#) as our second supported AI provider!

Add AI Connection

To enable AI features, you must set up a secure connection to your chosen AI provider by entering your unique API key(s).

Provider*

Azure OpenAI

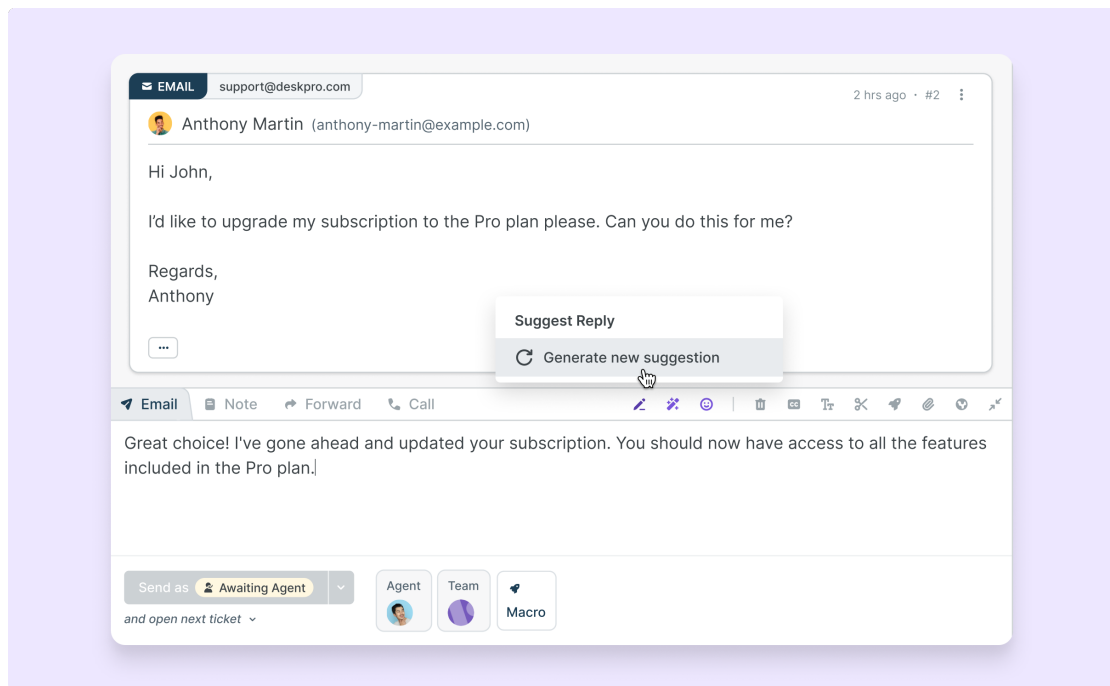
Key*

ai-8Jk3L6XZ0mNpQrS7vW4yB2eHgT1fDuC9

Create Cancel

You can now connect Azure OpenAI to use Deskpro AI features - simply bring your Azure OpenAI API Key. This gives you control over your AI provider while benefiting from Deskpro's AI features. Whether you prioritize security, compliance, or performance, the choice is yours.

Learn how to [set up your preferred AI connection](#) in Deskpro. Then, enable your choice of Deskpro's AI features for your team.



With both OpenAI and Azure OpenAI now supported, tailor your AI-powered support to your organizational needs. Stay in control and stay secure, while you unlock more intelligent customer interactions with Deskpro!

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