

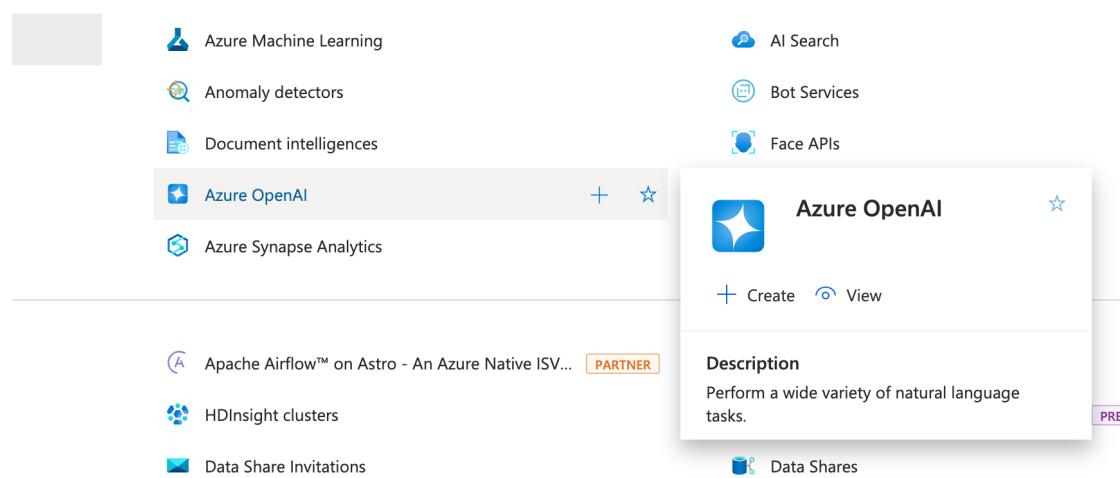


## Setting Up Azure OpenAI for Deskpro

Lara Proud - 2025-03-26 - [Kommentarer \(0\)](#) - [AI](#)

### Step 1: Set Up Azure OpenAI Service

1. Access Services: Visit the Azure All Services page.
2. Create Service: Select and create a new Azure OpenAI service.



3. Configure Basics: In the Basics tab, fill in the required fields and choose a name for your service.

Basics Network Identity Tags Review + create

Get access to Vision, Language, Search, and Speech Azure AI services with a single API key. Quickly connect services together to achieve more insights into your content and easily integrate with other services like Azure Search.

[Learn more](#)

**Project Details**

Subscription \* ⓘ  ▼

Resource group \* ⓘ  ▼  
[Create new](#)

**Instance Details**

Region ⓘ  ▼

Name \* ⓘ  ▼

ⓘ Location specifies the region only for included regional services. This does not specify a region for included non-regional services. [Click here for more details.](#) □

Pricing tier \* ⓘ  ▼

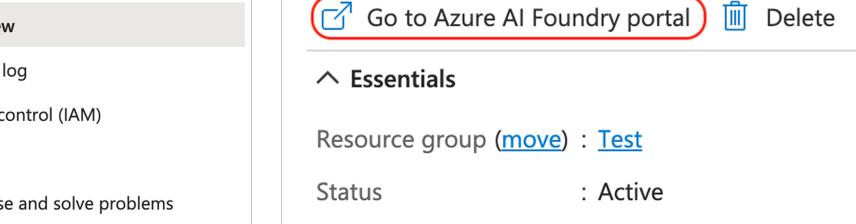
[View full pricing details](#)

By checking this box I acknowledge that I have read and understood all the terms below \*

## Step 2: Deploy Models

**1. Access Overview:** Once the instance is created, navigate to the Overview section.

**2. Go to AI Foundry:** Click on "Go to Azure AI Foundry Portal."



Get Started      Develop      Monitor

Go to Azure AI Foundry portal      Delete

## Essentials

Resource group ([move](#)) : [Test](#)

Status : Active

Location : [East US](#)

Subscription ([move](#)) : [Azure subscription 1](#)

Subscription ID :

Tags ([edit](#)) : [Add tags](#)

**3. Deploy Models:** Under the Shared Resources menu, select Deployments.



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- Batch jobs
- Metrics >

Shared resources ^

- Deployments > **De**
- Quota
- Safety + security
- Data files
- Vector stores PREVIEW



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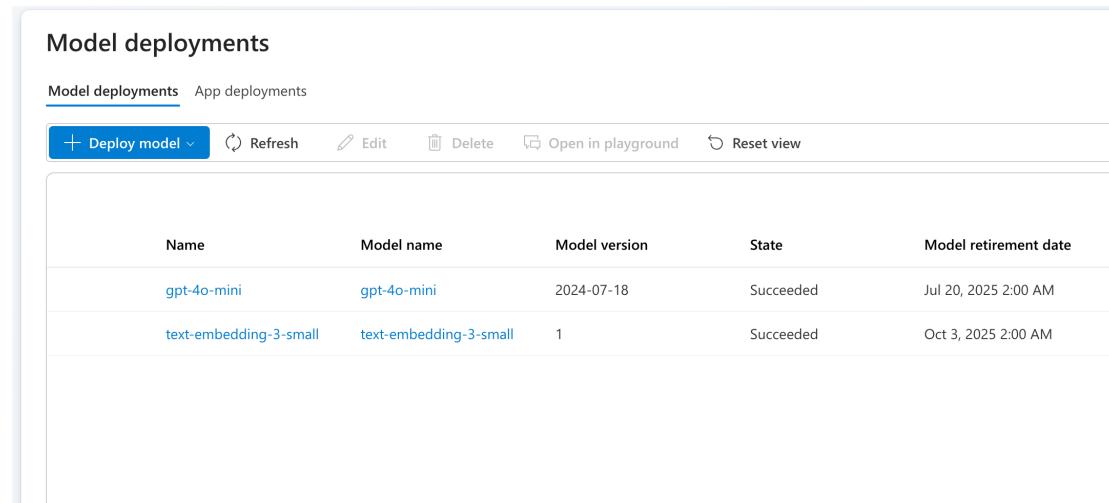
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**4. Choose Models:** Deploy the following models:

- gpt-4o-mini
- text-embedding-3-small



The screenshot shows the 'Model deployments' section of the Azure portal. At the top, there are tabs for 'Model deployments' (which is selected) and 'App deployments'. Below the tabs is a toolbar with buttons for 'Deploy model', 'Refresh', 'Edit', 'Delete', 'Open in playground', and 'Reset view'. The main area is a table with the following data:

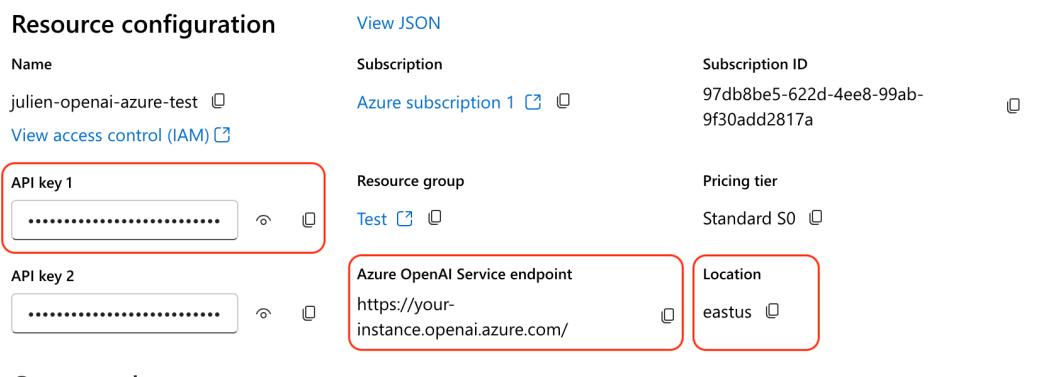
Name	Model name	Model version	State	Model retirement date
gpt-4o-mini	gpt-4o-mini	2024-07-18	Succeeded	Jul 20, 2025 2:00 AM
text-embedding-3-small	text-embedding-3-small	1	Succeeded	Oct 3, 2025 2:00 AM

## Step 3: Configure Deskpro

- 1. Access Home Menu:** After deploying the models, go to the Home menu at the top left to find your settings.
- 2. Copy Settings:** Retrieve the API key, endpoint, and location.
- 3. Connect with Deskpro:** Enter these details into the Deskpro Admin Settings to connect your Azure OpenAI.

### Welcome to Azure OpenAI Service

Explore the generative AI models and craft unique prompts for your use cases.



The screenshot shows the 'Resource configuration' section of the Azure OpenAI Service configuration page. It includes a 'View JSON' button. The configuration details are as follows:

Name	Subscription	Subscription ID
julien-openai-azure-test	Azure subscription 1	97db8be5-622d-4ee8-99ab-9f30add2817a

Below this, there are four fields with red boxes around them:

- API key 1: A redacted text input field.
- Resource group: Test
- Pricing tier: Standard S0
- Azure OpenAI Service endpoint: https://your-instance.openai.azure.com/
- Location: eastus

### Get started

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- [Deskpro AI](#)

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- [More AI Choice, More Flexibility - Deskpro Supports Azure AI!](#)
- [Setting up Deskpro AI](#)