Introducing Deskpro's AI Innovations for Smarter Support

2024-08-07 - Lara Proud - Comentários (0) - Product (Admin)

The team is thrilled to announce the launch of our first AI-powered features, designed to revolutionize the way your team works. Introducing AI-powered Agent Productivity Tools and Workflow Automations.

Our AI tools, seamlessly integrated into the Deskpro platform, are your agents' new allies, taking over repetitive tasks, reducing triage, and freeing your team to focus on what truly matters.

Available for Professional and Enterprise plans at no additional charge! Simply connect your OpenAI account to your Deskpro workspace and enable the features you want available.

AI Productivity Tools

Our AI-powered Agent Productivity Tools are designed to help your support agents work more efficiently and effectively.
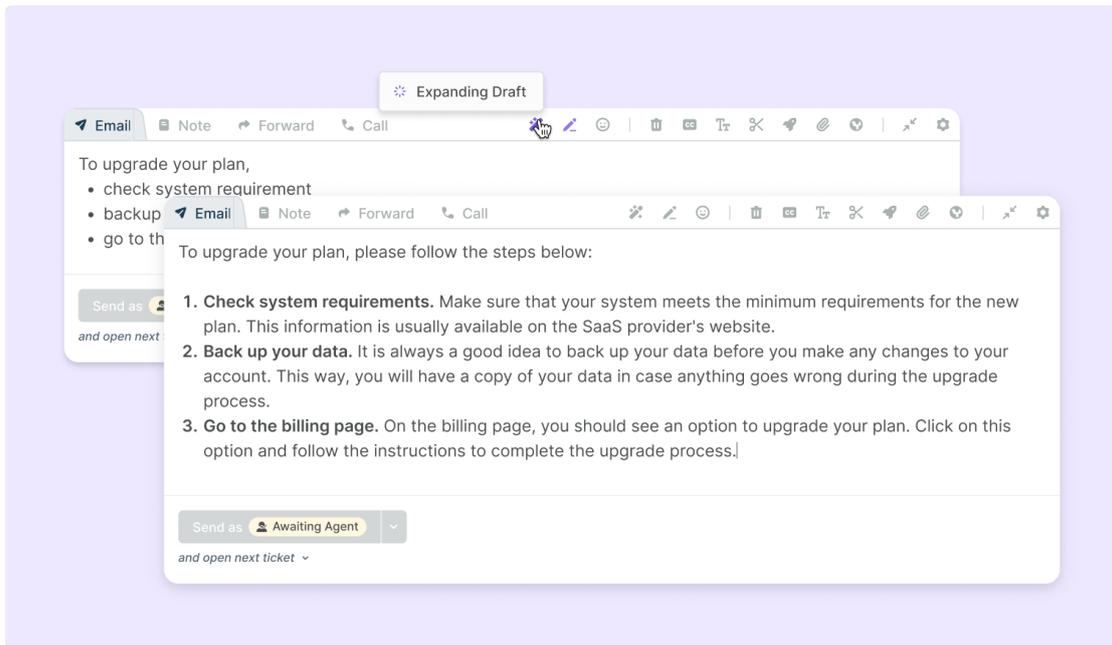
With these innovative features, your team can:

- **Enhance Reply:** Craft perfect responses with enhanced tone or improved grammar and spelling

- **Expand Reply:** Transform brief replies into detailed responses with a single click.

- **Summarize Ticket:** Get full context in seconds with intelligent ticket summaries.

To enable these tools for your agents, navigate to **Admin > AI > Productivity Tools** and select the features you want to activate.

AI-Powered Automations

Supercharge operations with intelligent AI automation features designed to optimize efficiency and accuracy.

- **Customer Intent Detection:** Identify and categorize customer queries with AI intent detection.

- **Sentiment Analysis:** Detect how a user feels and empower your team to respond with appropriate empathy and urgency every time.

Combine these tools with Deskpro's Triggers for advanced ticket triage and smarter workflows, making your core processes smoother.

Intent Detections comes with some pre-built Intent Sets, but you can create your own custom Intents to fit your team's needs.

To get started with Customer Intents, go to **Admin > AI > Customer Intents**, and to enable Sentiment Detection go to **Admin > AI > Automations** where you can turn this on.

For more information on how to get started, you can read the AI Guide.

And more to come

We're excited to be sharing these innovative features with you, if you are interested in Deskpro's AI features you can get in touch with our team.

And this is just the beginning of our AI journey. We are continuously developing more AI features and refining these capabilities to provide you with the tools to help you deliver exceptional customer experiences as the year progresses and we can't wait to share even more of what the team has been building.