



[Nyheter](#) > [Product](#) > [Product \(Admin\)](#) > [Optimize Chat Support with Deskpro's AI Chatbot](#)

Optimize Chat Support with Deskpro's AI Chatbot

2024-11-08 - Lara Proud - [Kommentarer \(0\)](#) - [Product \(Admin\)](#)

The latest enhancement to your customer support toolkit: Deskpro's AI Chatbot. This addition uses Deskpro's AI suite developments to transform how customers interact with your chat.

The AI Chatbot can understand customer questions accurately, search your Help Center for information, and provide clear conversational responses. It's always available to assist users, making customer service more efficient and consistent.

The image consists of two side-by-side screenshots. The left screenshot is a configuration dialog titled 'Add: Pass Conversation to AI Bot'. It contains fields for 'Name*' (set to 'AI Bot Response'), 'AI Data Source*' (set to 'FAQs'), and a 'Help Center Content Found' section with a note about customization. The right screenshot shows a chat interface for 'Mammoth Support'. A user message asks 'How do I request time off or a vacation day?'. The AI bot responds with instructions on how to request a vacation day via the online portal. The bot also asks if the user's query was resolved and provides 'Yes, that helped' and 'No, get more help' options. The interface includes a message input field and a send button.

Users can also see processing indicators to provide transparency and presence for the conversation. Plus, your Chatbot respects user permissions to ensure it generates responses using information they have permission to access.

This addition to your messenger is configured easily in your Chatflows, to get started check out the [AI Chatbot Guide](#). With Deskpro's AI Chatbot, you can enhance your customer service with smarter, faster, and more efficient support.