

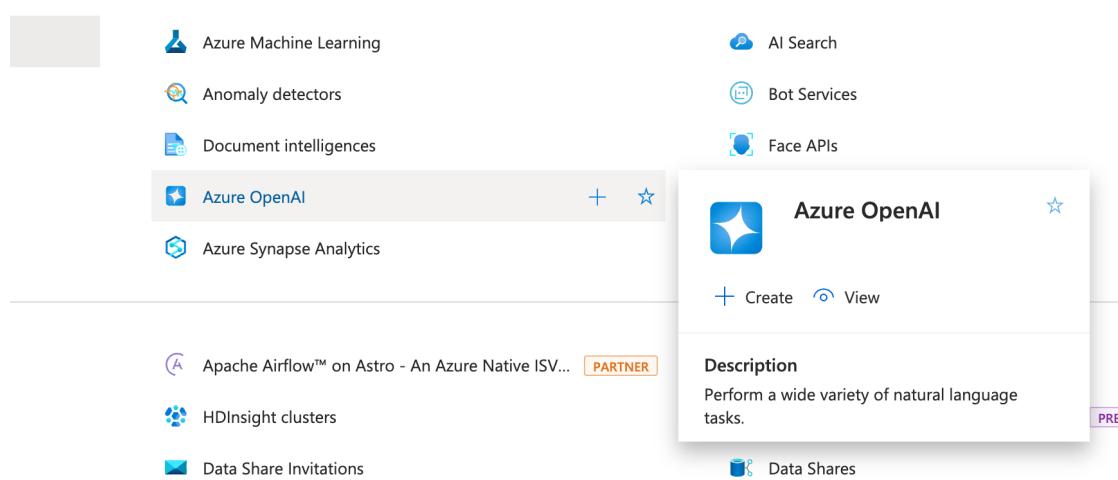


Setting Up Azure OpenAI for Deskpro

Lara Proud - 2025-03-26 - [Yorumlar \(0\)](#) - [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."

The screenshot shows the Azure portal interface. On the left, a sidebar lists navigation items: Overview, Activity log, Access control (IAM), Tags, Diagnose and solve problems, Resource Management (expanded), Keys and Endpoint, Encryption, Pricing tier, Networking, Identity, and Cost analysis. The 'Resource Management' item has a dropdown arrow indicating it has sub-items. On the right, the main content area is titled 'Essentials' with a red box highlighting the 'Go to Azure AI Foundry portal' button. Below this, resource details are listed: Resource group (move) : Test, Status : Active, Location : East US, Subscription (move) : Azure subscription 1, Subscription ID : (empty), and Tags (edit) : Add tags. At the bottom, there are 'Get Started', 'Develop', and 'Monitor' buttons.

Search

Overview

Activity log

Access control (IAM)

Tags

Diagnose and solve problems

Resource Management

- Keys and Endpoint
- Encryption
- Pricing tier
- Networking
- Identity
- Cost analysis

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](#)

[Get Started](#) [Develop](#) [Monitor](#)

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

Home

Get started

Model catalog

Playgrounds ^

Chat

- Assistants PREVIEW
- Real-time audio PREVIEW
- Images
- Completions

Tools ^

- Fine-tuning
- Azure OpenAI
- Service Evaluation PREVIEW
- Stored completions PREVIEW
- Batch jobs
- Metrics >

Shared resources ^

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

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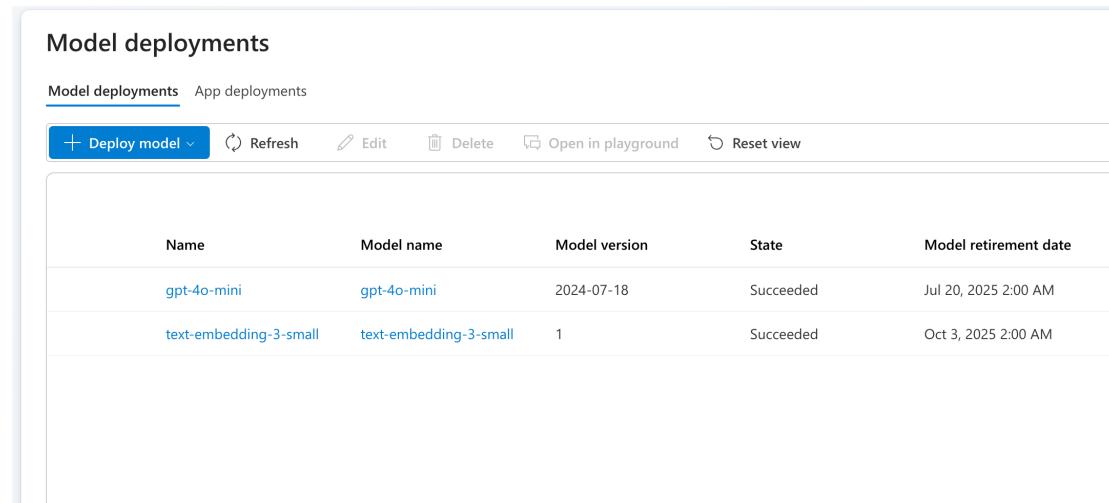
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4. Choose Models: Deploy the following models:

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



The screenshot shows the 'Model deployments' section in the Azure portal. It lists two deployed models:

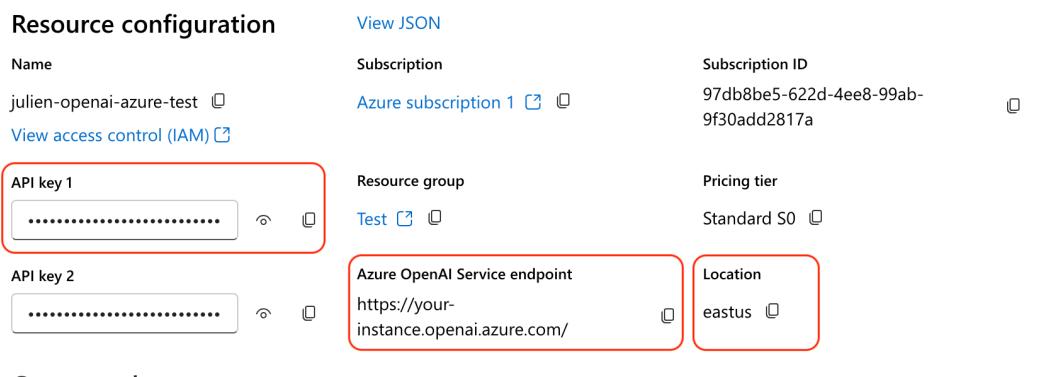
Name	Model name	Model version	State	Model retirement date
gpt-4o-mini	gpt-4o-mini	2024-07-18	Succeeded	Jul 20, 2025 2:00 AM
text-embedding-3-small	text-embedding-3-small	1	Succeeded	Oct 3, 2025 2:00 AM

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. It includes the following fields:

Resource configuration		View JSON
Name	Julien-openai-azure-test	Subscription
View access control (IAM)		Azure subscription 1
API key 1	Subscription ID
API key 2	97db8be5-622d-4ee8-99ab-9f30add2817a
Resource group		Pricing tier
Test		Standard S0
Azure OpenAI Service endpoint		Location
https://your-instance.openai.azure.com/		eastus

Get started

- Etiketler
- [Deskpro AI](#)

İlgili İçerik

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