Setting Up Azure OpenAI for Deskpro
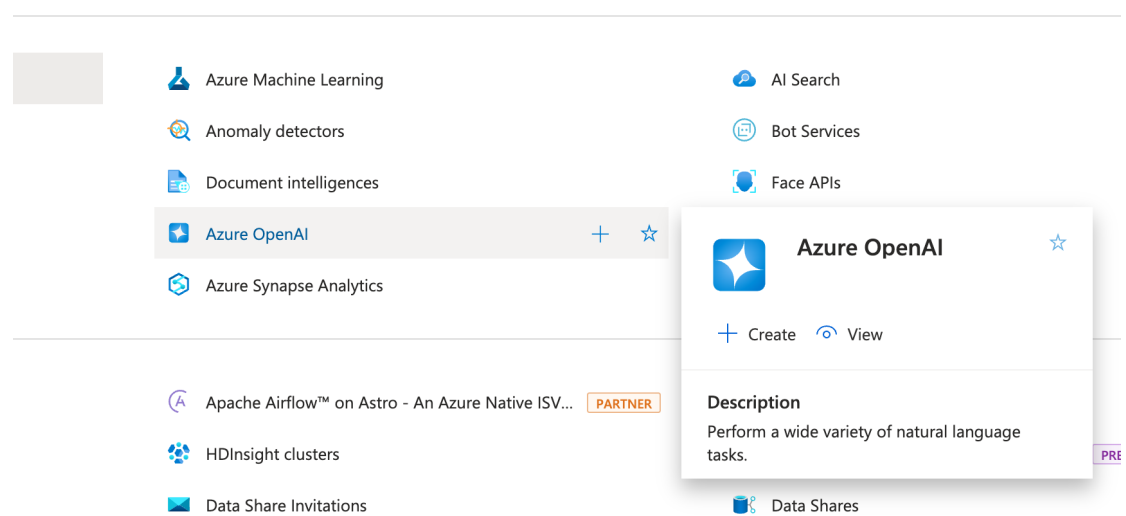
Lara Proud - 2025-03-26 - Comments (0) - AI

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 * ⓘ | Azure subscription 1   ⌄ |

        Resource group * ⓘ | ⌄ |
                                     Create new

Instance Details

Region ⓘ | East US   ⌄ |

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 * ⓘ | Standard S0   ⌄ |

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."

| 🔍 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   PREVIEW
      Evaluation

💬 Stored
      completions   PREVIEW

📄 Batch jobs

📊 Metrics

Shared resources   ⌃

☁ Deployments

🐷 Quota

🛡 Safety + security

📄 Data files

🗄 Vector stores PREVIEW

4. Choose Models: Deploy the following models:

- `gpt-4o-mini`

- `text-embedding-3-small`

Model deployments

Model deployments   App deployments

[+ Deploy model ⌄]   ↻ Refresh   ✎ Edit   🗑 Delete   🖼 Open in playground   ↺ Reset view

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.

Resource configuration   View JSON

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

Get started

- 标记
- [Deskpro AI](#)

相关内容

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