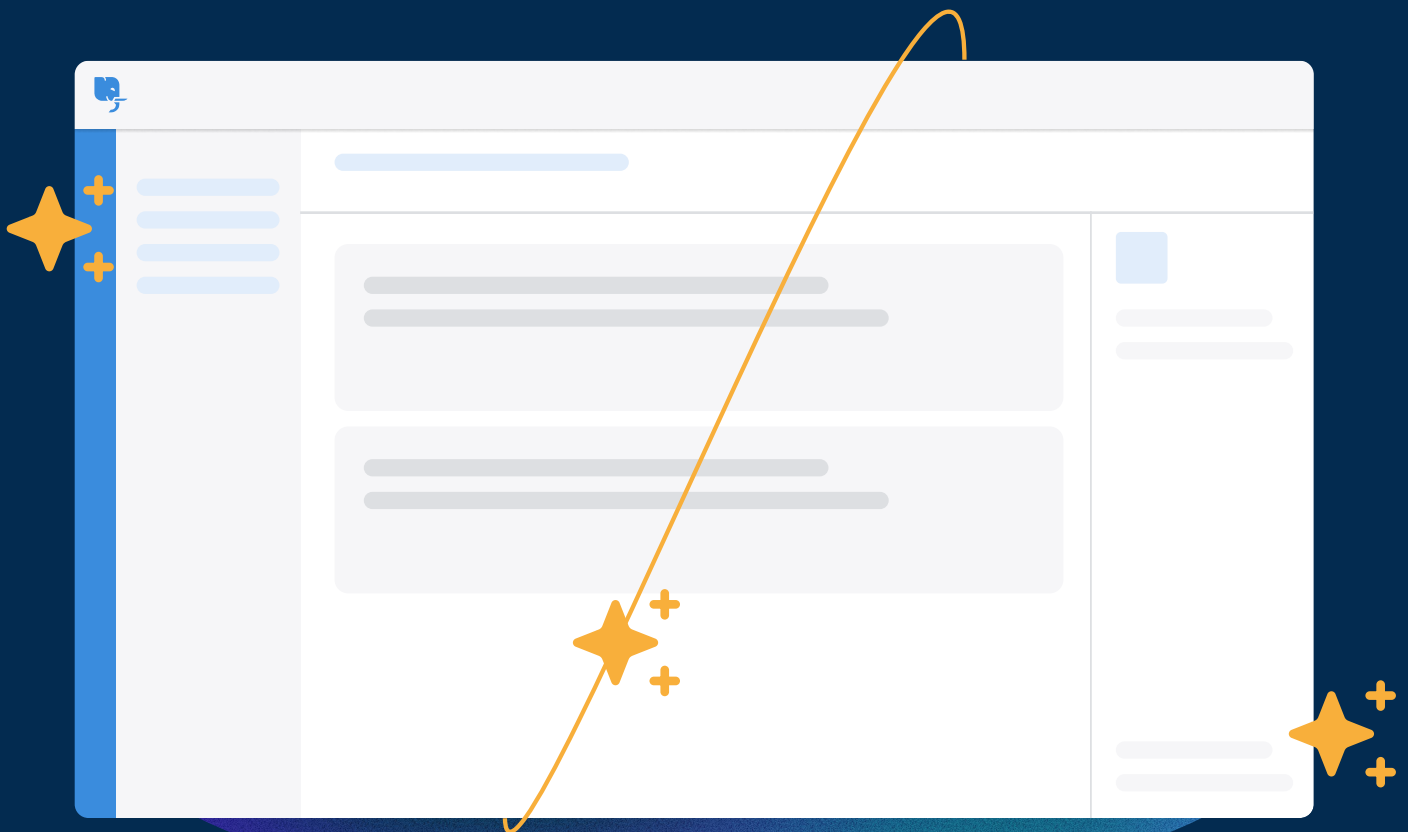


Revolutionize your Support Strategy with AI-Enhanced Helpdesk Software

Get access to innovative helpdesk AI tools in Deskpro.



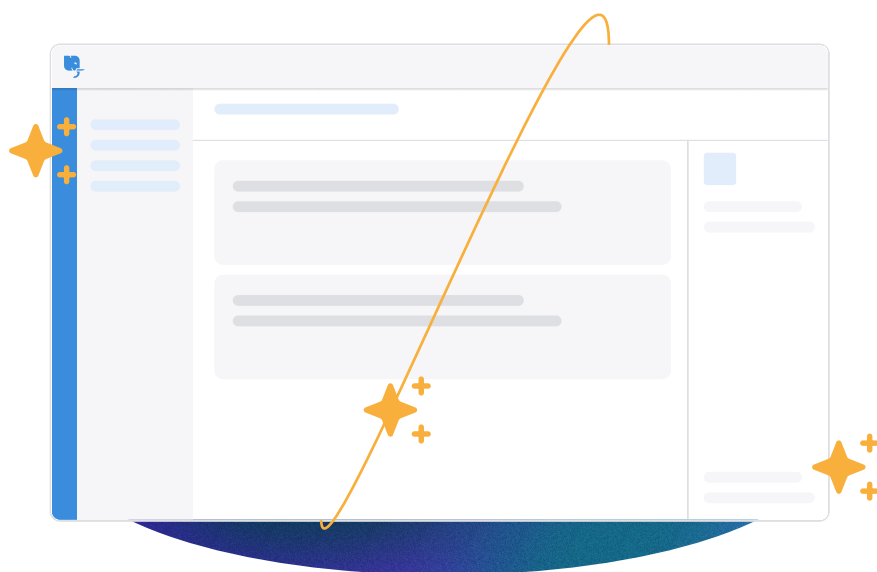
INTRODUCTION

Unlock the power of Deskpro AI

Deskpro is thrilled to announce the release of its initial AI features, enhancing helpdesk capabilities and revolutionizing support experiences.

At Deskpro, we're driven by our mission of building a world with better support. With the introduction of native AI, we're taking a significant step forward, bringing the power of artificial intelligence directly to your workspace. By seamlessly integrating AI into your support platform, we empower your team with powerful tools that make providing exceptional support simple.

This first release of AI features marks the dawn of a new era at Deskpro. We're excited to share these transformative tools, designed to make a real difference in how you support your customers.

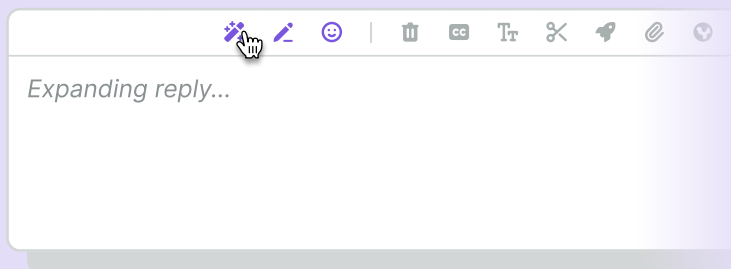


AGENT PRODUCTIVITY TOOLS

Empower Agents with AI Productivity Tools

Tap into the power of AI productivity for faster ticket resolution. We understand the value of your team. That's why Deskpro's AI features aren't designed to replace human support, but to enhance agent capacity and help them reach extraordinary levels of support.

- ✓ Enhance human support
- ✓ Simplify repetitive tasks
- ✓ Boost agent capacity
- ✓ Quicker responses and resolution



Expand a Reply

Agents can expand short replies into detailed responses with a click, helping them provide more effective answers rapidly.

Draft an Article

Agents can create Knowledgebase articles from valuable responses to common queries; this enables faster resolution and future query deflection.

Change Tone

Analyze the tone of agent responses and re-write it in a more formal or friendly tone with a click to make it more appropriate in the context.

Change Tone

😊 Make more friendly

😐 Make more formal



Boost team capacity with AI tools

Elevate agent efficiency to new levels by leveraging Deskpro's AI capabilities. Alongside your existing productivity tools, Deskpro AI helps agents provide personalized support at scale and craft perfect responses every time.

Grasp the complete context in seconds

Intelligent ticket summaries help agents quickly grasp the core issue, saving them time reading lengthy message threads so they can resolve issues faster.

✦ Draft Article with AI



✦ Add Summary with AI



AI DATA SOURCES

Intelligent data sources you can trust

Funnel help content from your Help Center, website, or other trusted external sources into your AI tools recommendations. Take control over the origins of the information, ensuring utmost relevance and accuracy tailored to your needs.

Select the parts of your Help Center you want indexed and available for suggestion from your AI assistant.

Build a custom resource hub for your AI tools to draw information from.

Choose from internal or external content to provide a comprehensive bank of data for your AI assistant.

Help Center Content

☒ Knowledgebase
All Content

☒ Guides
Custom Content

Select relevant content as needed.

☒	▼	📁 Mammoth's Tariff Breakdown (365)	
☒	▼	📁 What does Mammoth do? (46)	860
☒	>	📁 Introducing Mammoth (3)	861
☒	>	📁 Mammoth Wallet (54)	556
☐	>	📁 Security (2)	826
☒	>	📁 Features (3)	740
☒	>	📁 Switching Providers Guide (154)	

☐ Files

☐ News

External Content

Save **Discard Changes** **Delete**

Built in safeguarding for your peace of mind

Your AI Assistant can only use information from the sources you've provided, so you can feel confident that your agents are prompted with relevant data, and customers are pointed towards up to date support advice.

SENTIMENT ANALYSIS

Get to the root of the problem instantly

AI sentiment analysis in helpdesk software deciphers the emotional tone of customer interactions in real-time. Empower your support team to understand customer feelings effortlessly allowing them to respond with empathy and urgency.

☐	Intent	Description
☐	☒ Order	
☐	☒ Order Status	User asks about the current status of their order.
☐	☒ Order Cancellation	User wants to cancel their existing order.
☐	☒ Order Modification	User wants to make changes to an existing order.
☐	☒ Order Damaged	User is reporting damage on their existing order.
☐	☒ Order Tracking	User inquires about how to track their order.

Analyze and Update Ticket Fields

The Customer Intent gathered from AI analysis will be displayed in ticket properties for an instant overview of the issues at hand. Giving agents the context they need to work on the issue instantly.

 EMAIL

5 mins ago · #3

 Chris Peters (chris.p@example.com)

My order was broken when it arrived, I want to request a refund.
Please let me know what I need to do?

Customer Intents ?

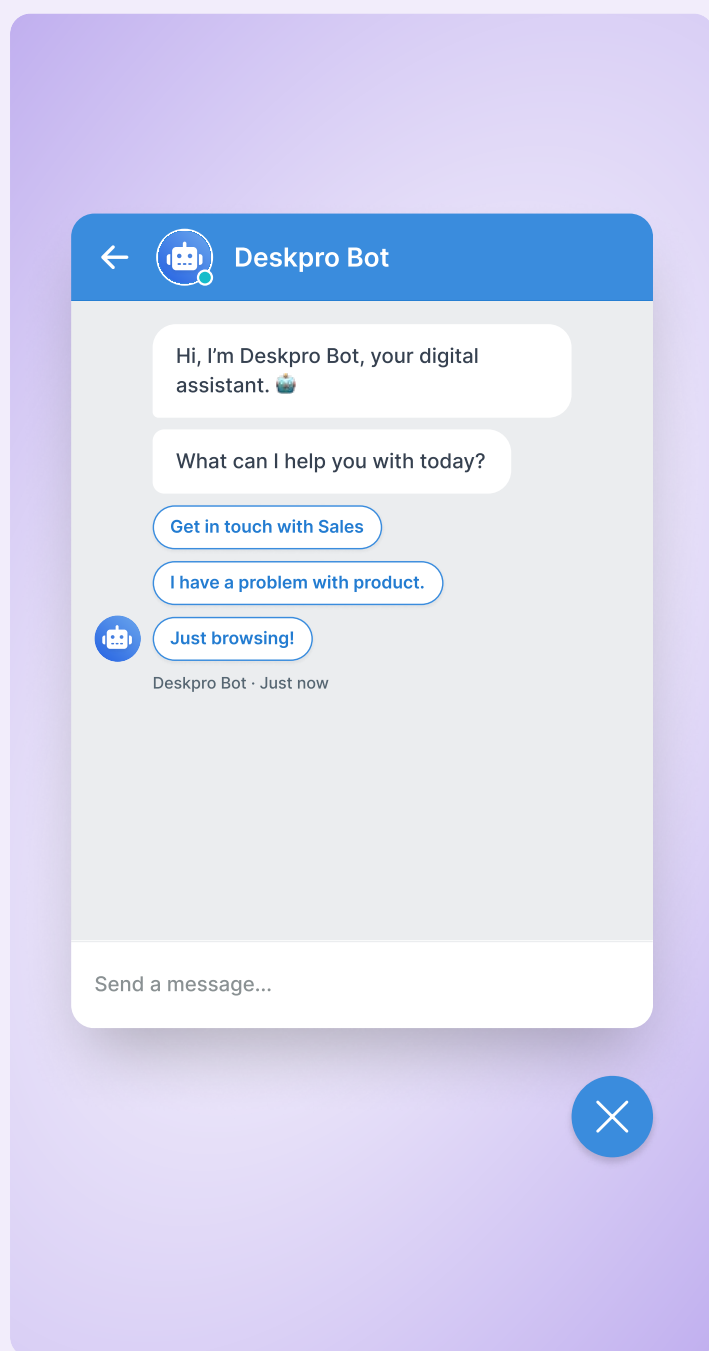
Orders > Damaged Order X

Billing > Refund X

AI CHATBOTS

Elevate customer experience with 24/7 Chatbot support

Revolutionize your customer journey with integrated Chatbots. Ensure customers receive prompt and accurate responses anytime, anywhere. With intelligent routing capabilities and personalized chatflows, guide users through interactions, efficiently collecting essential information and routing inquiries to the appropriate channels.



Quick and accurate responses

Your Chatbot scans your Help Center, website, and other resources to provide rapid and accurate response to customer questions instantly.

Trained on your information

Your Chatbot takes in the content you make available, building its bank of knowledge just like your team can, but available at all hours of the day.

Create unlimited custom flows

With Chatflows, you can build conversation paths for any scenario.

What things do customers love about Chatbots²?

- ✓ 41% of customers love that Chatbots have better availability
- ✓ 37% believe that issues are addressed faster with a Chatbot
- ✓ 30% feel Chatbots give access to more accurate information

² Survey Monkey: AI in the customer experience (2023)

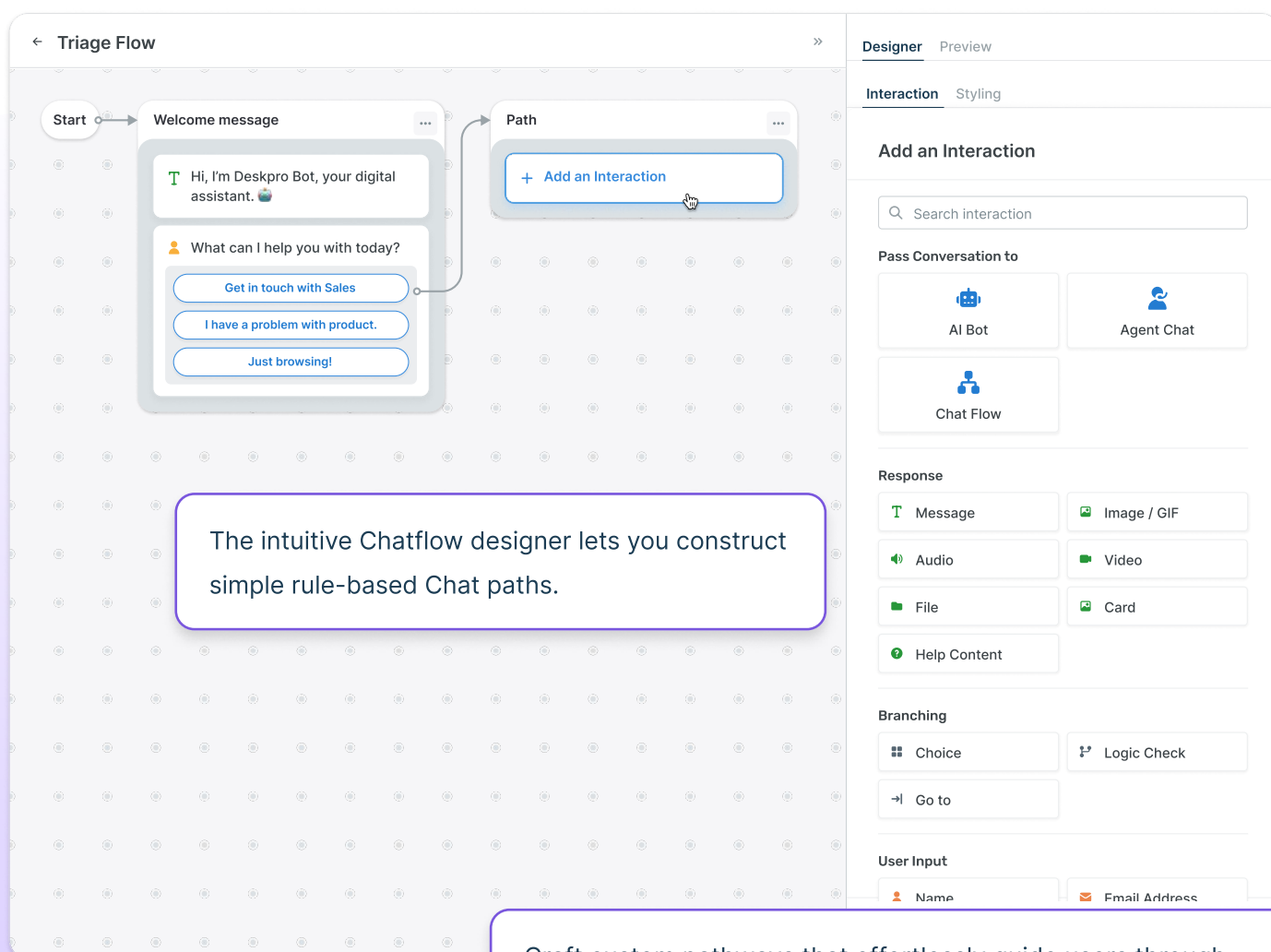
CHATFLOWS

Cover every touchpoint with unlimited custom flows

Seamlessly gather essential information and direct live chat conversations to the right destination; whether it's your agents for personalized assistance or our AI Chatbot for efficient handling.

The chatflow builder boasts flexible controls and intuitive design tools, to make constructing the perfect chatflow easier than ever.

Choose the interactions that occur at every level to tailor incoming conversations to suit processes.



The intuitive Chatflow designer lets you construct simple rule-based Chat paths.

Craft custom pathways that effortlessly guide users through interactions with your Chatbot, collecting essential information or routing queries with precision.