

Deskpro AI

Let's dive into the features available in our AI drop

 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



Enhance Reply

 Make more friendly

 Make more formal

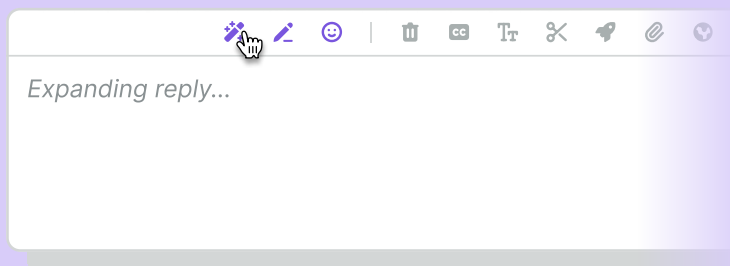
 Improve grammar and spelling

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.

Enhance Reply

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.

Draft an Article

Agents can create Knowledge Base Articles from valuable responses to common queries; enabling faster resolution and future query deflection.

Enhance Reply

- 😊 Make more friendly
- 😊 Make more formal
- AB Improve grammar and spelling

Boost team capacity with AI tools

Elevate agent efficiency to new levels by leveraging Deskpro's AI capabilities. Alongside your existing productivity tools, 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 assist your users faster.

- ✦ Draft Article with AI
- ✦ Add Summary with AI

DETECTION TOOLS

Get to the Root of the Problem Instantly

Analyze incoming messages to determine what a user wants and how they're feeling. Empowering your support team to understand customers and respond with appropriate empathy and urgency every time.



Intent Detection

Extract the intention behind a user's message and let agents act faster with complete understanding.



Sentiment Analysis

Decipher the emotional tone of customer responses in real-time so agents can respond appropriately first time.

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AI AUTOMATIONS

Automate Workflows with AI Analysis

Use the intent or sentiment detected by AI to automate processes. Route tickets to specific departments, notify agents, or escalate urgent inquiries.

When the following conditions are met:

Customer Intent

is

Billing > Refund X

Then the following actions will run:

Set urgency

Increase Urgency by

4

Looking Ahead

We're excited about the future of Deskpro AI, with more advancements coming. Join us on the journey towards a world with better support and discover how Deskpro's AI features can transform your operations.

Explore Deskpro's AI features today deskpro.com/ai

PRICING

Unlock your AI-enhanced help desk today
with AI access included in your license cost.

From **\$59/mo**



Building a world with better support.

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