

# Deskpro

## The Help Desk, Redefined: AI-Powered Support for the Modern Enterprise

Deliver innovative customer  
experiences and measurable ROI

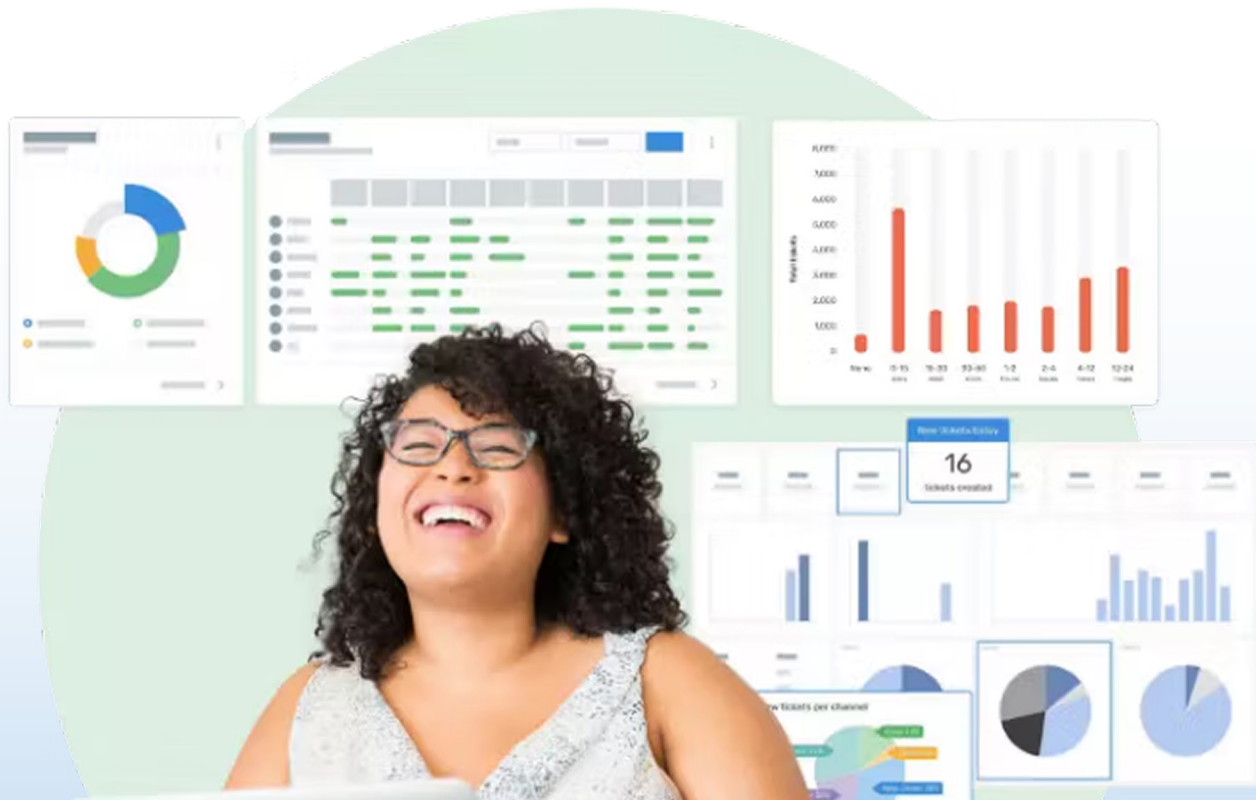


# The Help Desk, Redefined!

Deskpro is built with your customers and employees in mind. It's the **ONLY** help desk platform enabling support across every channel and is powered by the AI of your choice.

Security, compliance, and data privacy are securely delivering the future of customer and employee AI-powered experiences today.

In the cloud, private cloud, on-premise, or sovereign environments.



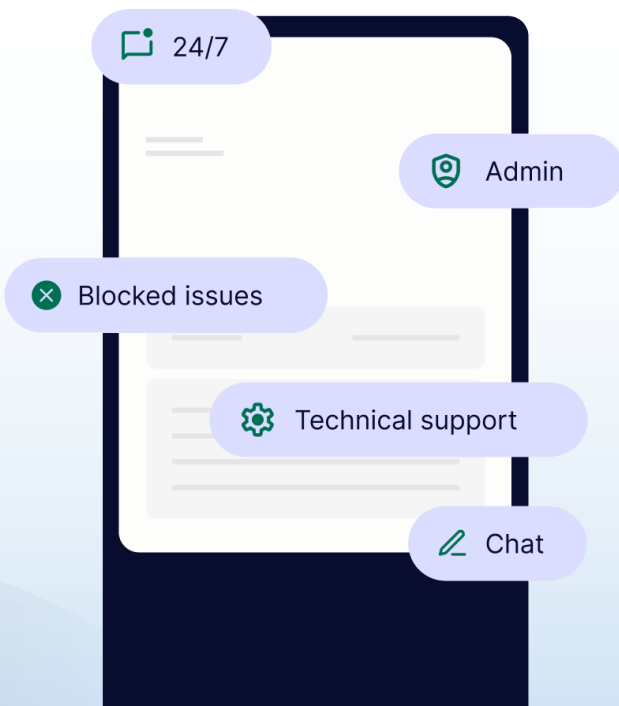


# The help desk that works the way you do

Deskpro Cloud is the foundation of the Deskpro platform.

Easily configure services the way you want—AI, automations, permissions, ticket categorization, reporting, integrations, and more.

Available with multi-regional access in the EU, UK, and US, with global hosting options.



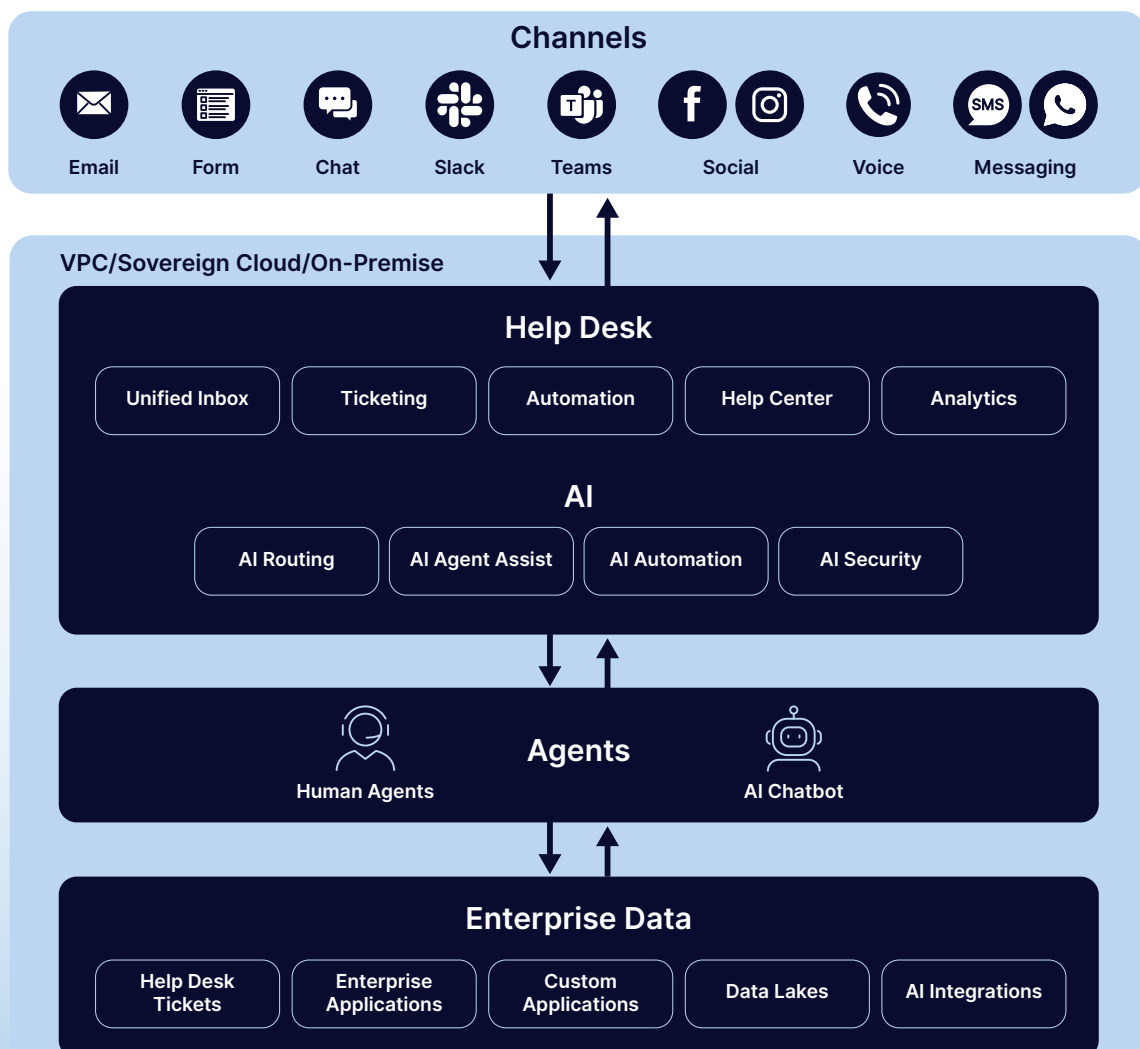


## Seamless support across every channel

Deliver support through every communication channel—email, chat, voice, social media, Slack, Microsoft Teams, and more.

Interactions are unified in a single platform, ensuring a comprehensive view of customer needs and history.

Highly configurable workflows, automations, and white-labeling options enable a tailored help desk experience without complex coding or technical setup.

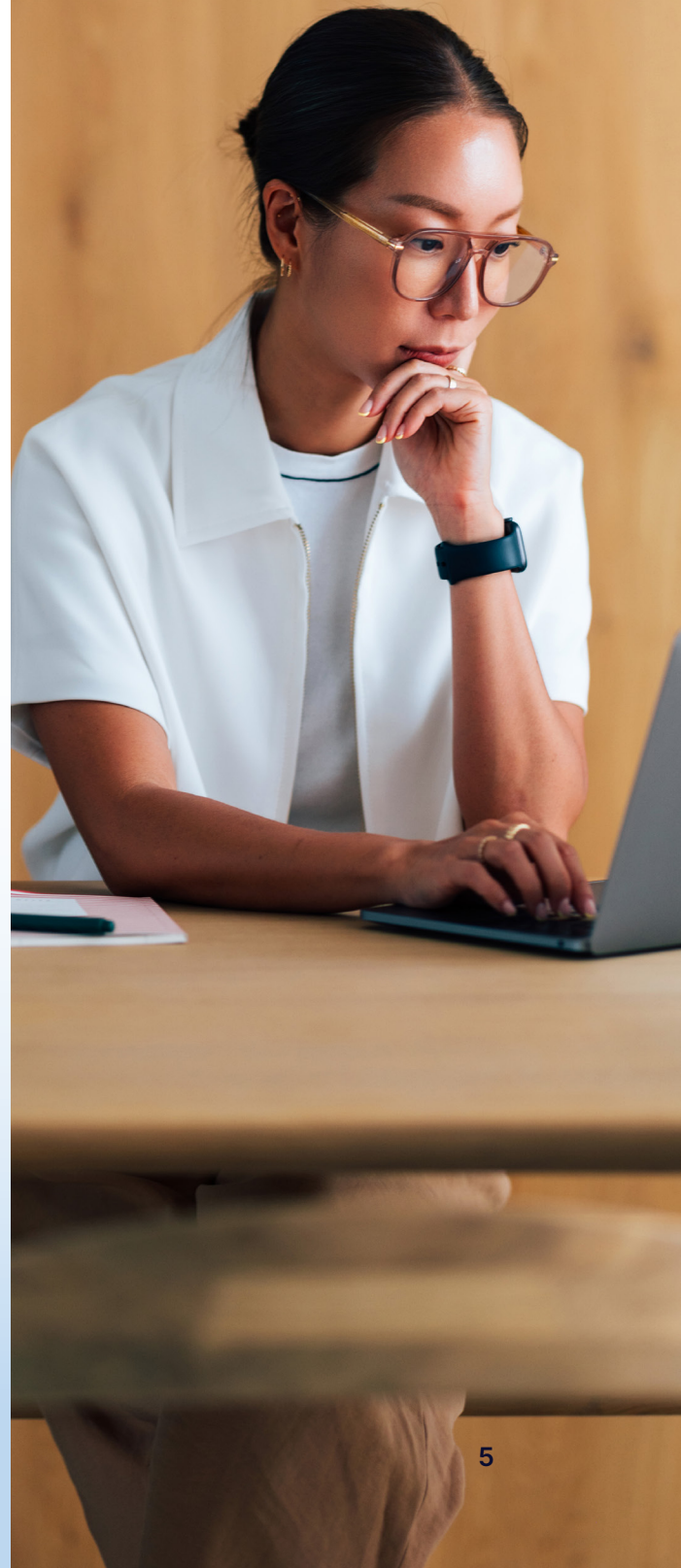




## AI that takes support to the next level

Index all public-facing content, including manuals, FAQs, PDFs, websites, and data lakes, for fast, accurate answers across every channel.

- **AI Agent Assist (Co-pilot):** Optimize human agent productivity, enhance replies, create knowledge base articles, and summarize tickets
- **AI Chatbot:** Resolve common issues before they reach an agent
- **AI-Powered Workflow Automations:** Route tickets intelligently based on intent, sentiment, and language





## Better AI equates to better experiences and measurable ROI

**Agent Experience:** Fewer repetitive tasks. Focus on complex issues. Improved resolution rate. Reduced backlog stress.

**Customer Experience:** Faster resolution, higher accuracy, fewer escalations, and self-service capabilities.

**Operational Benefits:** 24/7 operations, reduced agent turnover, reduced churn, and fewer agents required.



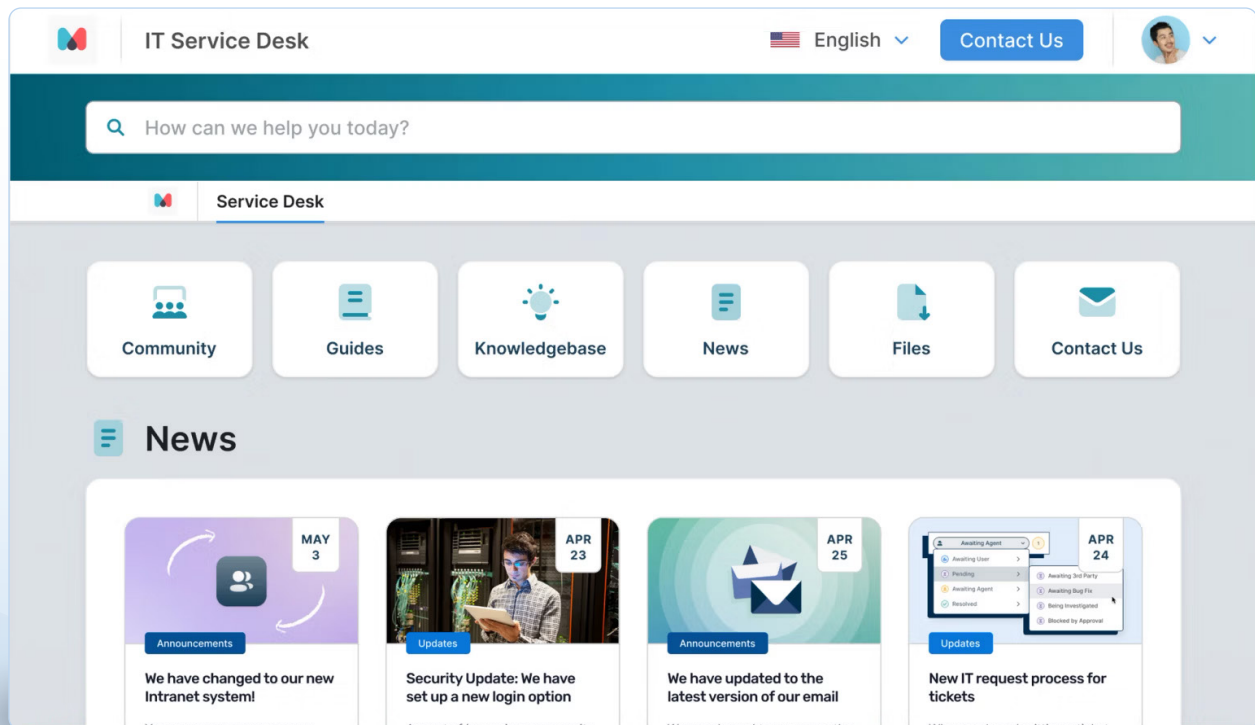


# The ONLY help desk platform that enables AI for private environments

Deskpro Private extends the capabilities of Deskpro Cloud and AI.

Enable AI-supported experiences that maintain strict adherence to security, compliance, and data privacy requirements.

- Deploy in private, sovereign, or on-premise environments
- Your AI of choice—cloud, private, sovereign, or in-house
- Securely integrate any and all organizational data





## Adopt AI confidently, even in the most regulated industries

Safeguard your data and your customers' data through compliance with SOC II, ISO 27001, HIPAA, and other certifications.

AWS PrivateLink for Amazon Bedrock, ensures secure VPC connectivity, end-to-end encryption, and flexible model customization without risking data exposure.

Operational Benefits: 24/7 operations, reduced agent turnover, reduced churn, and fewer agents required.





**Deskpro**

## The Help Desk Behind Global Leaders

The Help Desk, Redefined!

Learn more about how global leaders achieve exceptional customer and employee experiences with Deskpro.

Visit [deskpro.com](https://deskpro.com) to book a personalized demo.