



SERVICE DEFINITION DOCUMENT

# Deskpro help desk software

The secure, AI-enabled help desk for  
support across every channel

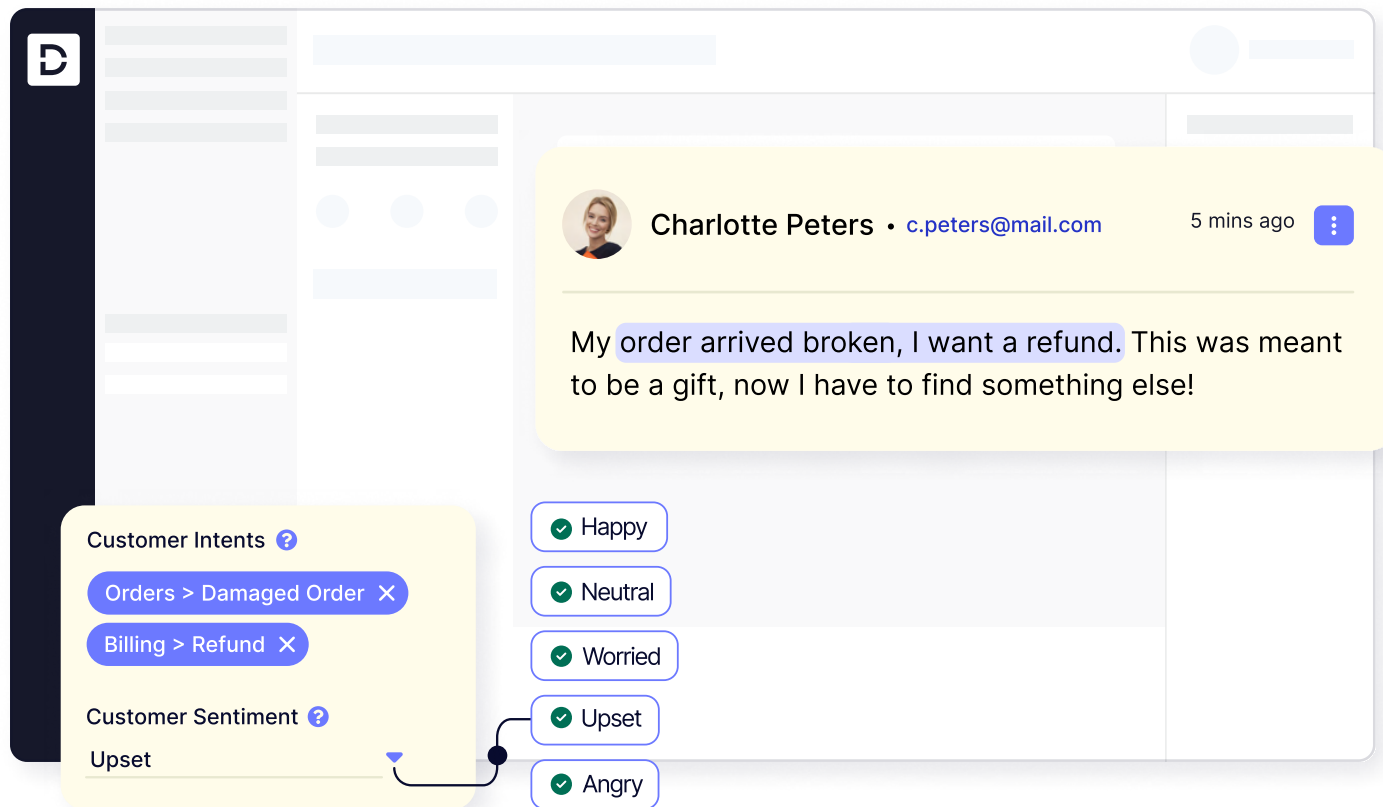
# What is Deskpro?

Deskpro helps teams handle more requests, more consistently—without adding complexity.

It brings your support work into one place, reduces manual effort through automation, and gives teams the visibility they need to improve service quality and meet internal standards.

With Deskpro, teams can:

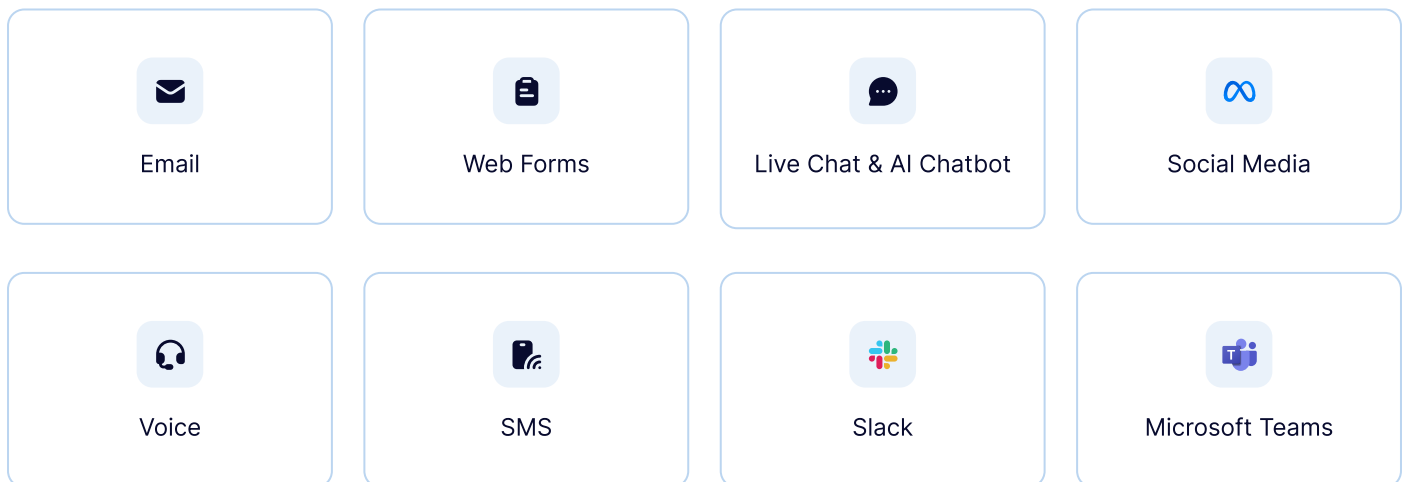
- Reduce time spent reading long ticket threads with AI-generated summaries
- Reply more efficiently using AI-assisted draft responses that agents can review and edit
- Resolve requests faster and consistently using workflows, automation, and SLAs
- Reduce repeat enquiries through a help centre and knowledge base
- Maintain visibility of workloads, priorities, and performance across teams
- Scale support operations without adding tools or headcount



# How does a Help Desk improve support?

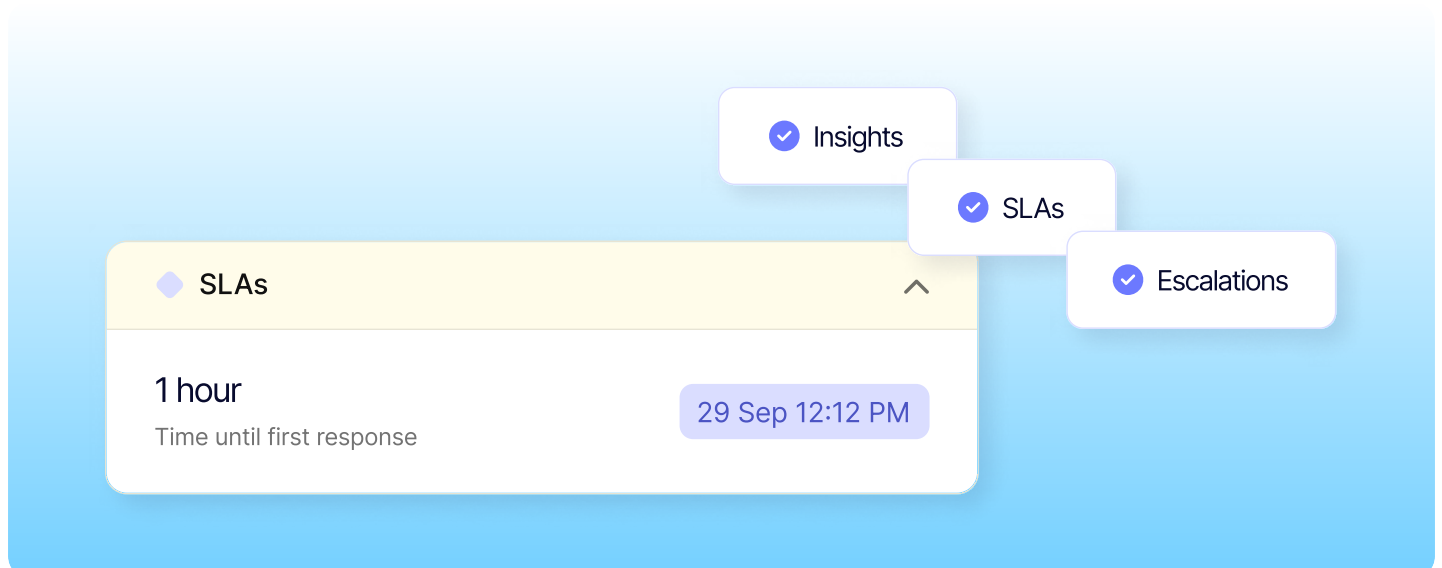
Every request becomes a trackable ticket with ownership, status, and full context. Agents work from structured queues and can collaborate with ease using private notes and @mentions.

Keep everything in one ticket thread while supporting users across:



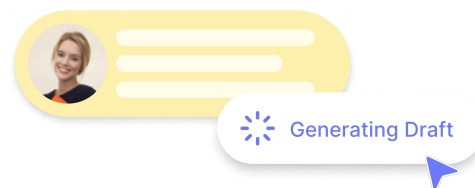
Reduce manual triage and protect SLA performance by automating key actions, including:

- Routing and assignment
- Priority updates and categorisation
- SLA warnings, escalations, and follow-ups
- Notifications and updates based on conditions and time



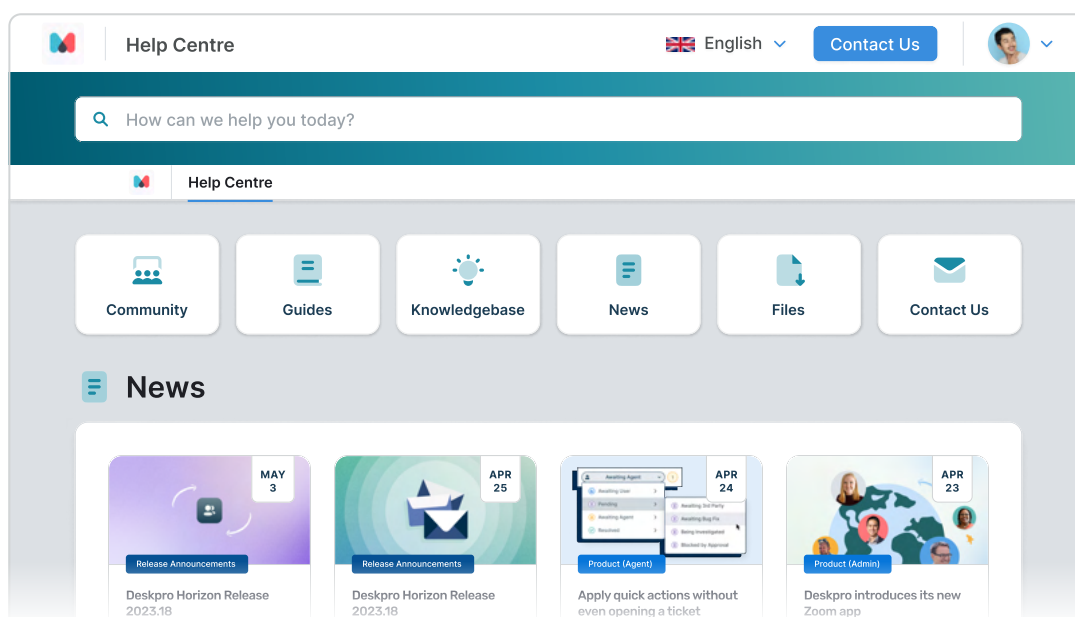
## Productivity Tools

- Snippets and macros for fast, consistent replies
- Ticket templates for repeatable processes
- Custom queues and views for focused work
- AI assistance for drafting, summarising, and triage



## Help Centre & Knowledge Base

- Reduce inbound tickets with reliable self-service
- Publish FAQs, guides, and documentation
- Control access with permissions and user groups
- Power AI-assisted search and chatbot responses
- Seamlessly escalate complex issues to agents



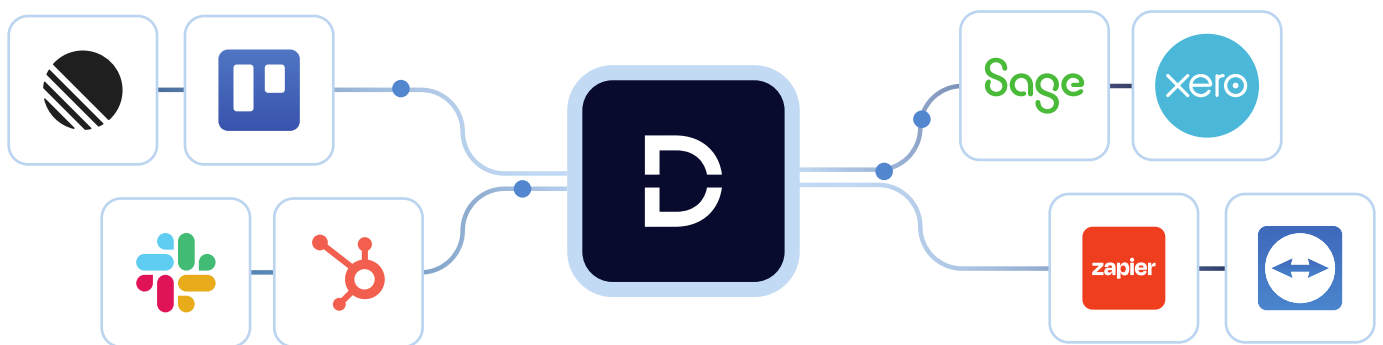
## Customer Profiles & CRM

- User and organisation profiles
- Custom fields and labels
- Full ticket and interaction history
- Better context for faster, more confident support

## Apps & Integrations

Deskpro Cloud fits into your existing cloud and enterprise environment.

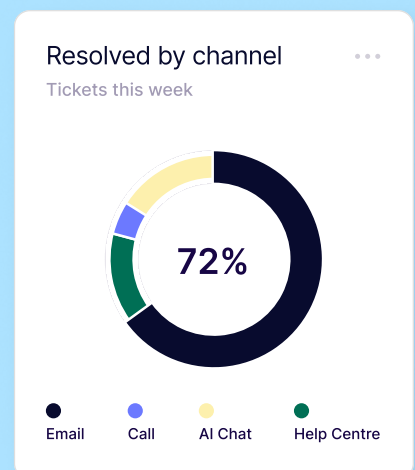
- Native integrations
- REST APIs and webhooks
- Extendable app platform
- Secure authentication and data exchange



## Reporting & Analytics

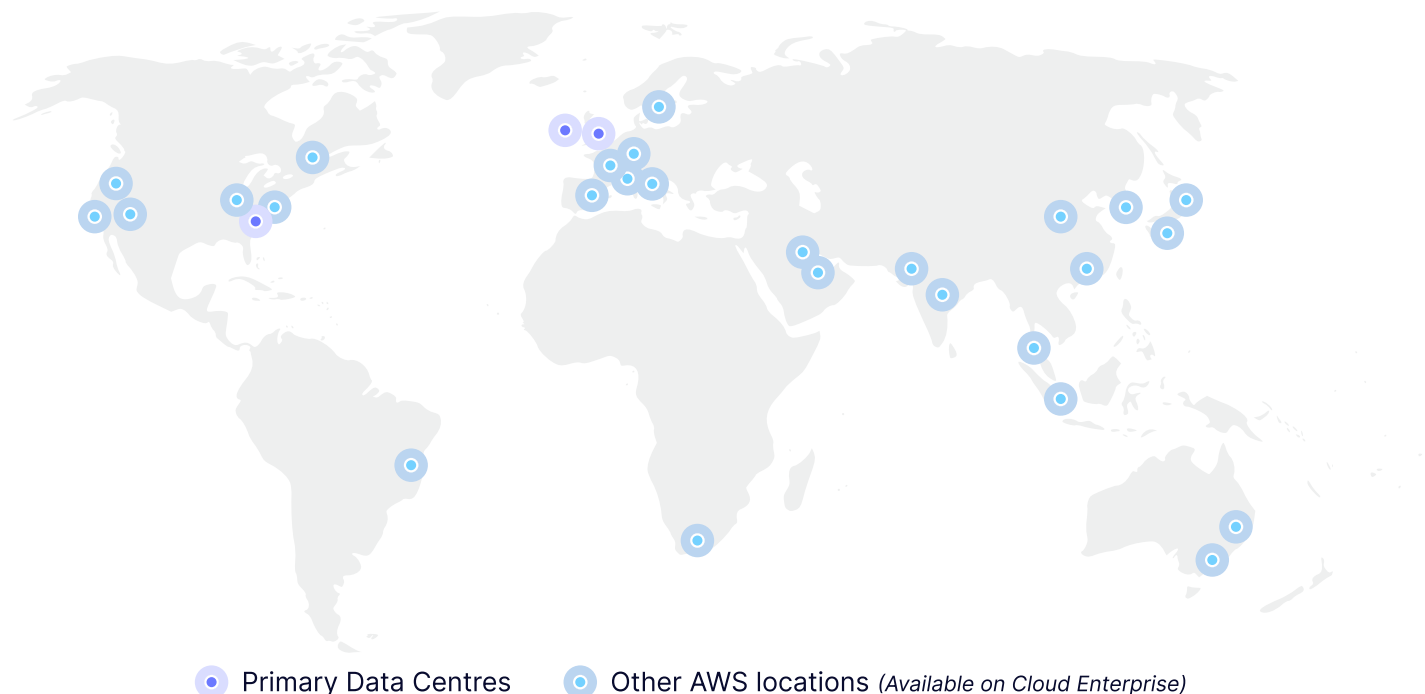
Use insight to help teams monitor performance, identify bottlenecks, and continuously improve service delivery.

- SLA tracking and compliance visibility
- Ticket volumes, trends, and workloads
- Agent activity and performance
- Custom dashboards and scheduled reports



# Hosting & Security

Deskpro Cloud is hosted on AWS and supports multiple data centre locations, including UK, EU, and US.



Deskpro Cloud follows industry security best practices and supports responsible use of AI through configurable features and approved data sources.

Further details are available via [deskpro.com/security](https://deskpro.com/security).

## Additional Deployment Options

For organisations requiring self-hosted deployment or private cloud environments, additional deployment options are available as part of Deskpro's wider product offering.

## Trusted by UK public and private sector organisations

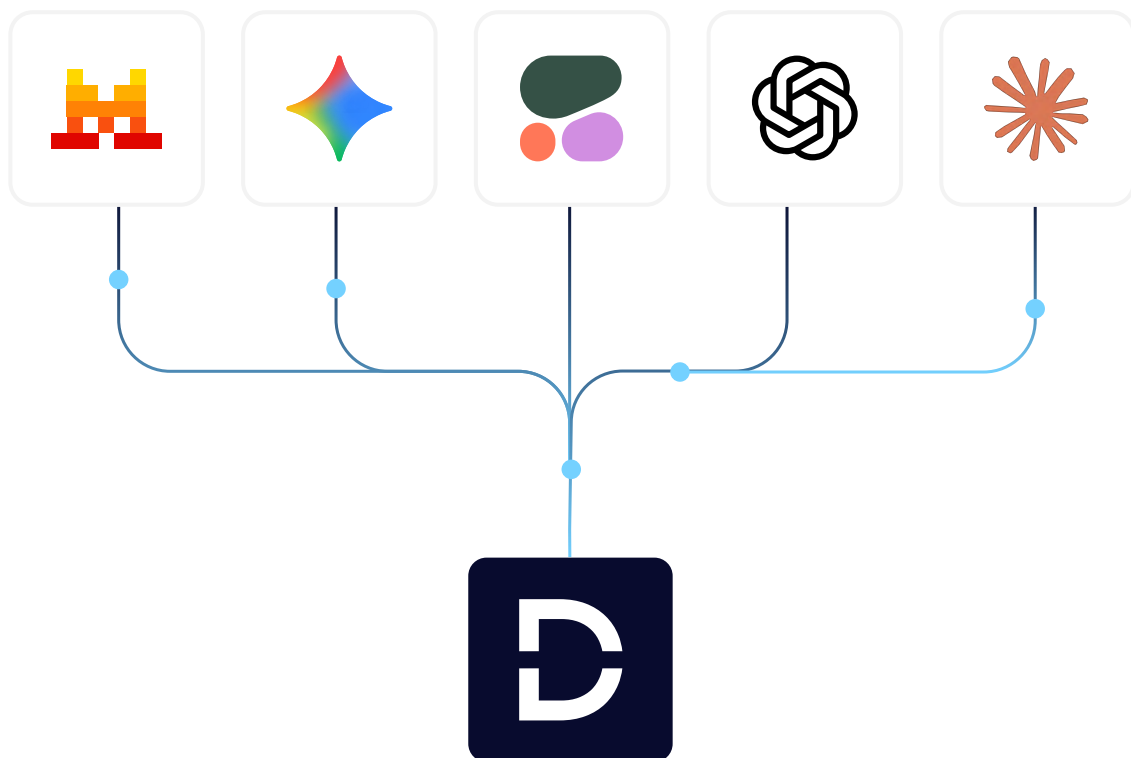


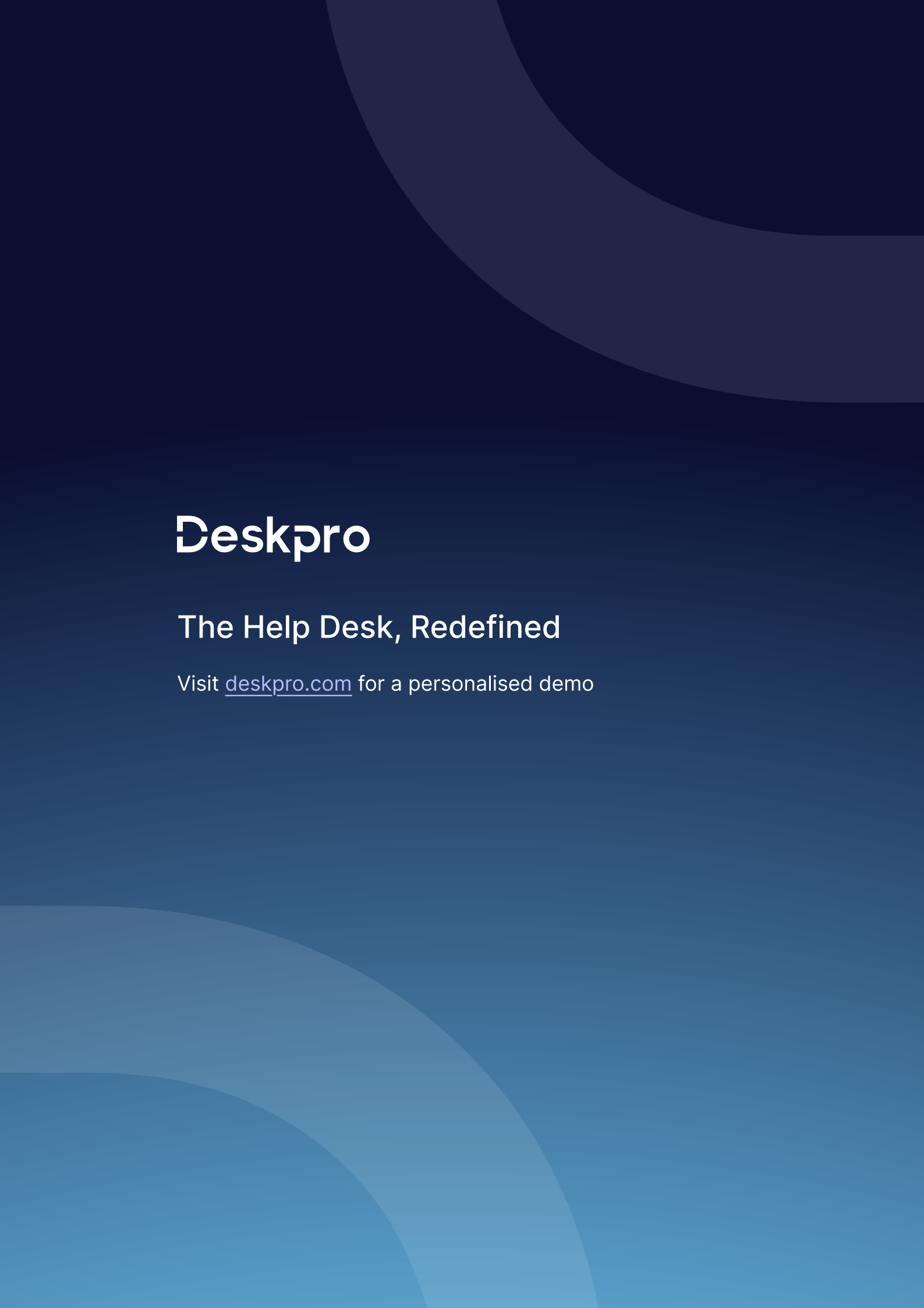
# Deskpro Private

Deskpro Private is a secure, AI-ready help desk for organisations with strict compliance and data-sovereignty requirements. Securely host it in your on-premise, VPC, or sovereign cloud environment and use the AI models you choose without sending sensitive data to public AI services.

## Private AI

Connect private AI models directly to your support data, documentation, websites, delivering powerful assistance while keeping everything secure and fully under your control.





# Deskpro

## The Help Desk, Redefined

Visit [deskpro.com](https://deskpro.com) for a personalised demo