DeskPRO 1

open ai usage and cost management

Matt Alias - 2026-11-02 - Comments (0) - General's category

When using Deskpro's AI features, requests will be made between Deskpro and your AI provider (in this case OpenAI).

Usage costs will be automatically billed from the credit that you have added to your connected OpenAI account, this provides a fairer way to pay only for the AI features that you use. The exact cost to use each feature will depend on several factors including the input and output tokens required when making the request and is subject to OpenAI's pricing.

Approximate Cost per Feature

The table below is designed to provide examples of typical usage costs per AI feature that is enabled.

Warning

Exact costs may vary depending on the length of messages, the number of messages on a ticket, and input and output tokens and are subject to changes in token usage pricing from OpenAI.

AI Feature	Assumptions	Singular Use Cost (approx.)	Cost per 1000 (approx.)
Expand Reply/ Enhance Reply	Using an agent-drafted reply of approx. 150 words	$0.00065	$0.65 per 1000 expansions/ enhancements
Summarize Ticket	Using a ticket thread consisting of approx. 50 messages (250 words each).	$0.0125 per ticket summary	$12.50 per 1000 ticket summaries
Intent Detection	Intent detection enabled matching ticket messages (250 words) against two intent sets	$0.0005 per incoming ticket message	$0.50 per 1000 incoming ticket messages
Sentiment Analysis	250 words per incoming ticket message	$0.0003 per incoming ticket message	$0.30 per 1000 incoming ticket messages

Monitoring Usage in Deskpro

You can keep track of all the requests being made by AI features in Deskpro by navigating to **Admin > AI > AI Setup & Logs > AI Logs**. Access to AI-powered agent productivity features can be limited per feature using specific Agent permissions or via permission groups.

Setting Limits in OpenAI

You can set monthly billing limits within OpenAI to restrict the maximum amount of credit used per month and configure notifications once a lower limit has been reached here.