Access alby analytics

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The alby analytics dashboard provides insights into customer interactions with alby. These insights show how customers engage with your products through alby's AI-powered conversations.

How to access analytics

From the alby dashboard, click **Analytics** to view performance data.

Select your preferred date range — the default is set to the last 30 days.

Performance

The Performance section provides a high-level overview of your alby analytics. It displays comprehensive data about your alby experience across all products and categories.


Screenshot of performance section of alby analytics

For more information on the analytics available, see the alby Knowledge Base Glossary.

Insights

The Insights section provides a focused view of your top-performing products, sorted by the number of alby responses to customers.

You can filter the Insights section using Thread Type and Category options at the top of the dashboard. Note that these filters only affect the Insights section, not the Performance section.

Thread Type shows how customers interacted with alby:

- Freeform Question
- Generative Q&A

The Category filter lets you view Insights by specific product categories.