

# Monitor your conversations with the alby Inbox

Last Modified on 12/10/2025 12:21 pm EST

The alby Inbox captures real-time conversations from your site and the [Playground](#), giving you full visibility into interactions as they happen. Within the Inbox you can track the threads with customer feedback and see all references and actions used for each response.

A thread is a collection of messages from a single conversation. For example, if a customer asks a question and alby gives one answer, that creates a thread with a single response. If the conversation continues with more questions and answers, each of those exchanges becomes part of the same thread.

To view your Inbox, navigate to  **Inbox**. By default, you'll see all live threads, sorted by most recent.

## Filter your Inbox

Use the filters to narrow down what threads you see in the Inbox by any of the following attributes:

Filter name	Details	Use case
Product	Choose a product from your catalog that was discussed in the conversations.	See what questions are being asked about specific products, and if those questions are answered satisfactorily. If not, consider <a href="#">adding Rules</a> for those products.
Widget	Select the widget that generated the responses.	Use this filter to see how the skills affect alby's response if you have multiple live widgets with different skills enabled.
<a href="#">Tags</a>	Track and categorize alby's answers to customer service questions.	Identify areas where your customers frequently have questions.
<a href="#">Resolution Status</a>	See customer questions were answered completely by alby, and questions that may need followups.	See the questions alby is answering to satisfaction, and find and improve the agent's knowledge for unanswered questions.
Start Date/End Date	Filter conversations by date range.	View conversations after updating rules or product information.
Feedback	Only show response threads with thumbs up or thumbs down feedback.	Review negative feedback to identify and address issues with Rules, and review positive feedback to spot patterns.
Show test threads only	View just your test <a href="#">Playground</a> conversations in the Inbox.	Review alby's responses to your tests so you can validate without impacting analytics.
Show converted threads only	Only show threads that led to a conversion on your site.	Look at the threads that were most effective, leading to purchases within 30 days of discussion.

## Conversions

In the alby Inbox, threads that lead to a conversion are marked with a Converted tag. A conversion occurs when a customer interacts with alby about a product and then purchases that product (or a variant of it) within 30 days. Use these tags to identify which interactions most effectively drove sales.

□

## Response Details

When viewing a specific thread within the Inbox, click the information icon on any alby answer to show Response Details.

Response Details will show:

- Information on any references used by alby, such as rules or global guidelines
- Details of the product the customer was viewing at the time
- Any activity taken by the alby Agent, including when search and other features are used.
- For Shopify brands, the Activity view also surfaces MCP (Model Context Protocol) actions, allowing you to see which actions alby triggered, validate search and recommendation usage, and review MCP-related activity.

---