

# Monitor your conversations with the alby Inbox

Last Modified on 07/07/2025 1:04 pm EDT

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 quality of responses with customer feedback, and see all references used for each response.

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

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.

## 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.
Start Date/End Date	Filter conversations by date range.	View conversations after updating rules or product information.
Feedback	Only show response threads with customer 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.

## Response Details

When viewing a specific thread within the Inbox, click the  caret to show Response Details, which give information on any references used by alby, the details of the product the customer was viewing at the time, and any categorization tags from the response.

For more information on the tags, see [Response tags](#).

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