


Add reviews and customer Q&As to your alby responses


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You can integrate customer Q&As, reviews, and your knowledge base to alby's database, allowing it to reference those elements in its responses to customers.


- Reviews
 - Gives alby access to review information.
 - Primarily used in Widgets with the Review Summaries skill enabled.
- Q&As
 - Add your customers' frequently asked questions to alby manually or via integration, preventing confusion for future potential buyers.
 - Once integrated or manually added, you can see questions and answers in the **Verified Q&A** section of alby.
- Knowledge base
 - If you have a help center you can integrate it with alby, improving its responses and knowledge of your products.
 - alby automatically pulls in the latest documents on the first day of every month. You can also manually sync anytime in the integrations section.


 What do customers say?


Customers find these boots comfortable and well-fitting. They appreciate the great look and waterproofing, which keeps their feet dry. Many customers find the boots lightweight and good value for money. However, some have mixed opinions on the overall quality.


 Comfort


 Fit



 Look

 Waterproof


 Boot Quality

 Value for money

 Weight



Ask any question about this product

Powered by 

Add an integration

1. Navigate to **Integrations**. A list of available integrations appears.
2. Select your support platform and click **Connect**.
3. Enter your platform's subdomain, URL, or API Key and follow directions in the dialog box to authenticate.

For more information on integrating each platform, see [Platforms](#).

4. Once complete, your platform is now integrated and alby will start incorporating it in responses.

Integrations overview

Considerations

Data delay

Once you've finished the integration steps, it may take at least 24 hours to start seeing reviews and Q&As populate within alby. The integration pulls in data as products are viewed by customers.

Ingesting new data

alby ingests new reviews once per product over a one-week period, dependent on customer views. This means reviews and Q&As for popular products that were posted after the initial setup integration may take up to one week to display within alby. Lower visibility products might take longer than one week.

You can also manually sync anytime by clicking **Connected** on the integration, then **Sync** when the dialog box appears.

Deleting data

Our review and Q&A data is ingest-only, meaning alby does not automatically delete integrated data after it gets ingested, even if it was deleted on the provider.

To delete information, you must go to the dashboard and manually delete it.

Platforms

Q&As and reviews

Bazaarvoice

Bazaarvoice's [API token](#) allows alby to access the Conversations API and query review and Q&A information on products, using the same Product ID on the page the customer is on.

The API token needs access to the following:

- [Retrieve Reviews](#)
- [Retrieve Questions](#)

When setting up the API token, it is necessary to select Conversations API as accessible for the token.

PowerReviews

The PowerReviews [API token](#) and merchant id you provide allows alby to access the [Read Services API](#) to query Q&As and reviews.

The API token needs access to the following:

- [Get Product Reviews](#)
- [Get Product Questions](#)
- [Get Merchant Configuration](#)

Yotpo

Yotpo's [App Key](#) queries the [UGC API](#) and access the Storefront resources for Q&As and reviews.

Your App Key needs access to the following:

- [Retrieve Reviews for a Product](#)
- [Retrieve Q&A for a Product](#)
- [Retrieve widget site reviews](#)

Okendo

An integration via [Okendo User ID](#) allows alby to access the following information:

- Q&A (requires paid Okendo plan)
- Reviews

Stamped

An integration via Stamped allows alby to access the following information:

- [Reviews](#)

To integrate, provide your API Key, API secret, and Store Hash. See [Stamped documentation for more information](#) on where to find your API keys.

Other providers

If you have reviews in a provider we do not currently support (or would like to provide additional data), you can [upload them as a CSV file](#).

Knowledge bases

Zendesk, Gorgias, and Hubspot

To integrate with one of these customer support platforms, enter your subdomain or public knowledge base URL. No other information is required. You will begin seeing connected documents under the **Documents** tab.

Once integrated, alby automatically refreshes documents on the first day of each month, unless you manually sync.
