Enable the Check compatibility action

Last Modified on 10/14/2025 11:44 am EDT

The Check compatibility action helps customers find products that are compatible with each other.

This feature saves customers' time by allowing customers to research and purchase all compatible items at once, or allows customers to find the exact part needed for their item. It can also help reduce returns and unhappy customers by ensuring they've purchased the correct item.

When you upload compatibility files and enable the Check compatibility action, you expand alby's capabilities for your customers. Some of the uses of enabling the Check compatibility action include:

- Finding all compatible accessories for a specific device
  - For example, suggesting cases, chargers, and screen protectors that work with a specific phone model.
- Matching replacement parts with existing equipment
  - For example, finding the correct filter for a specific air purifier model.
- Verifying compatibility before purchase
  - For example, checking if a memory card works with a particular camera.

The action also generates relevant questions such as, "Does this fit my Honda Civic?" and "Is this compatible with a Samsung Galaxy Fold?"

Mapping product compatibility

The Check compatibility action supports both mapping to a shared identifier and direct product ID to product ID mapping.

With model/category-based mapping, products are associated with custom IDs created by each brand rather than directly to other products. Multiple products can share the same custom ID, and compatibility is determined by checking if a product shares the same identifier.

Product ID to product ID mapping links a direct relationship between two products via their product ID. This capability is particularly valuable for use cases where precise product-to-product compatibility is critical.

	Model/category-based mapping	Product ID to product ID mapping
Relationship between products	Products mapped to shared identifiers	Direct relationship between specific products
Applications	Multiple products sharing the same use cases	Products with precise use cases
Maintenance	Lower (new products can be added to existing models.)	Higher - each new product requires individual mappings.

Example	Phone case A is compatible with an iPhone 15. Phone cases B, C, and D are all also associated with an iPhone 15 because they share the same custom ID. with Model X.	Phone case A is compatible with an iPhone 15, iPhone 16, and iPhone 17 because they were explicitly linked in the compatibility file.

Prerequisites

- An SFTP connection setup with alby where you will send the file.
- The SFTP must have a folder named */compatibility_catalog*. You will put the CSV file here.

Creating a compatibility file

To enable the Check compatibility action, you must provide a compatibility file in CSV format via SFTP.

The compatibility file details will vary depending on which style of mapping you use.

> If you're using the alby Shopify app, format your compatibility file the same way, but ensure each product_id starts with `gid://shopify/Product/`.

Model/category-based mapping

You can download an example model/category-based mapping compatibility file that uses an example of if you have a phone case that's compatible with an iPhone 16.

Product ID to product ID mapping

> Compatibility is not automatically bidirectional. When Product A is marked as compatible with Product B, this does not mean Product B is automatically compatible with Product A. To establish mutual compatibility, you must create separate entries for both products.

You can download an example product ID to product ID mapping compatibility file that uses an example of if you have a phone case that's compatible with an iPhone 16.

Example filename

Brand_Compatibility_YYYYMMDD_HHMMSS.csv

Name your file with the brand name followed by the export date and time. Use only alphanumeric characters and underscores in the filename. Avoid spaces, colons, and other special characters.