

Response tags

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The response tagging system helps you track and evaluate alby's answers to customer questions about your brand's products and services.

alby automatically tags each alby response for your review and analysis.

Tags categorize responses by subject matter, such as Assembly, Installation and Warranty. Each response can receive multiple tags.

Tags may take up to 48 hours to appear on responses.

View tagged responses

To view tagged responses, go to your  **Inbox**. Tags appear under each message preview.

The product description does not specify whether the Elite Gourmet 17-...

warranty

Customers generally appreciate the softness, silkiness, and comfort of the...

shipping

Based on customer reviews, the Vornado Lucerna 2 Ultrasonic 1 Gallon...

instructions

warranty

The product description highlights that the HP ENVY Refurbished 14" laptop...

instructions

warranty

I'm sorry, I do not have specific information about the warranty for the...

warranty

To filter by specific tags, click **Filter**. You can select one or multiple tags to narrow down the results.

The following table shows each possible tag for the responses.

Tag Name	Description	Example
refusal	The response declines or is unable to answer a question.	Response: "I'm sorry, I can't provide that information." or "I don't know the answer to that question."

Tag Name	Description	Example
returns	The response is related to return policies, processes, conditions, or any aspect of returning or no longer wanting a product.	"You can return the product within 30 days for a full refund."
order	The response is related to orders or shipments including inquiries about order status, tracking information, shipping details, delivery times or any related shipping topics.	"Orders ship within 3 business days."
warranty	The response is related to warranties or guarantees including warranty terms, coverage, claims processes or guarantees.	"This product has a 30-day warranty."
instructions	The response is related to or provides information or instructions on how to assemble, set up, install or care for a product.	"Assembly is easy, and usually takes one hour."
rewards	The response is related to a loyalty or rewards program, points, benefits or any related inquiries.	"To view your rewards balance, navigate to brand.com/rewards ."



References

Product details

Tags

Topic Related

instructions

The response is related to or provides information or instructions on how to assemble, set up, install or care for a product.

warranty

The response is related to warranties or guarantees including warranty terms, coverage, claims processes or guarantees.

How to use tags

By reviewing tags, you can identify areas where alby needs more context or training.

Regular review of tagged responses can also help identify areas where your customers frequently have questions. This allows you to address these issues by updating product descriptions, rules, or documents.

For example, if you notice many responses with the Refusal tag about installation, this may indicate a need to upload installation guides for your products to provide customers with relevant information.