May 2025: Release notes

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Experiences

You can now create alby Experiences, which allows your customers to interact with alby through floating chats or static conversation widgets, both of which can be customized to match your site's design.

You can choose from the following Experiences:
- Chat
  - Provides customers with an AI shopping assistant that follows them across pages
- Single Button
  - Launches the alby chat, giving customers the option to ask questions and learn more about your products.
- Freeform Question
  - Provides a text box for customers to ask any question about the product, with alby responding via the chat.

Shopify

Catalog search now supports searching by keyword or product name.

Inbox

alby responses are now tagged for classification daily for subject matter, such as Assembly, Installation and Warranty for easier organization.