October 2025: Release notes

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Inbox

The alby Inbox now shows threads that lead to a conversion, marked with a **Converted** tag.

Experiences

- alby Context is now available for all brands. alby Context enhances customer conversations by leveraging browsing history, cart items, and search data to create more personalized interactions with customers.
- The Help Center widget is now available. It leverages your existing support documentation to provide answers to common customer questions about shipping, returns, warranties, and account management.

Integrations

- AfterShip is now available as an integration, allowing for customer order tracking via alby.
- You can now integrate your customer support platform with alby, enabling your AI agent to transfer conversations to human support agents when customers need additional assistance.