

# Enable AI-powered customer support with the Help Center widget

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The alby Help Center widget provides customers with an AI support experience on your website. Typically placed on your help or FAQ page, it allows customers to ask questions about customer service topics like shipping, returns, warranties, and account management.

When customers interact with the widget, alby uses your support documentation to provide accurate answers.

## Configuration

### Prerequisites

You will need any documents related to customer support in the alby platform. This can be done in two ways:

1. Manually upload or use an SFTP connection to send the documents. See [Add company and product documents to alby](#) for more.
2. Integrate your help center with alby, automatically populating the relevant documents. See [Expand alby's capabilities through 3rd party integrations](#) for more.

Either way, be sure the documents are up to date, as alby will pull information from them to answer customers' questions.

### Preferred prompts

Unlike the standard Predictive Prompts widget, alby does not create pre-generated questions for your Help Center widget. Instead, you can add prompts for users' most commonly asked questions.

Three prompts are added by default. They can be changed or removed as needed. You can add up to five prompts.

There are two parts to a preferred prompt:

**Prompt** is what's actually asked to alby.

**Label** is the words the customer sees and clicks on. Label is an optional field. If it is blank, the prompt appears in full. If you use a label, be sure that it is clear. For example, to a customer, "Returns" could mean "I want to start a return" or "What is your return policy?"

### Create the widget

1. Navigate to ☐ **Experiences > New Widget**, then click **Help Center**.
2. Determine widget responses.
  - a. See [Add an alby Experience to your site](#) for more on the widget responses

3. Add preferred prompts.
  - a. Move a prompt  up or down with adjust the order of the prompts.
4. Navigate to **Agent** and choose the Agent you want for this widget. For more on Agents, see [Create alby AI Agents focused on each part of your site](#).
5. Navigate to Customize and style your widget how you see fit, usually matching the styling on your site. See [Customize alby's look and feel](#) for more.
6. Save Changes.
7. Click **</> Embed** and add the widget to your help center or customer support page's HTML.

## Connect chat handoff

If you have a live chat provider, you can integrate it with your Agent on your help center page to automatically have alby pass off the support conversation to a live agent.

See [Customer support handoff](#) for more information.

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