

Customize your alby Agent's language to match your customers

Last Modified on 11/18/2025 1:34 pm EST

If your customers use a language other than English, you can change the default language for your alby Agent's buttons, responses, and text.

alby operates in English by default. When customers ask questions in any other languages, the alby LLM detects this and responds in that language.

alby will return to English unless you change the locale setting.

Available locale options include:

- English (United States)
- Spanish (Spain)
- Spanish (Colombia)

Contact support@alby.com for assistance with additional languages.

After changing the locale setting, existing buttons are automatically updated to reflect the new language. This happens automatically when a customer views an alby widget, or when a product is viewed in the [alby Playground](#).

How to change locale

To change your locale, go to Settings > Account & Preferences. Select your preferred locale, then click Save.
