

December 2025: Release notes

Last Modified on 01/29/2026 10:59 am EST

Inbox

- The [tags available in conversations](#) have been updated to be customer service-focused.
- Resolution Status is [a new field for conversations](#), allowing you to know if a thread may require more followup.
- Response Details [have been updated](#) to include any actions taken by your alby agent.

Experiences

While the alby buttons are generating, you can [display a blank text box](#) so customers can ask their own questions.

Knowledge

Your alby agent can [now provide citations](#) to customers when it references documents.
