

Document citations in alby responses

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In an effort to provide transparency in your alby agent, it will give source citations in answers to customers where possible.

When the agent references content from a document in a response, it can display citations that customers can click to view the original source. alby may add references at the bottom of some answers.


□

When these links are clicked by customers, it will open the source document in a new tab.

Show document as source

Citations are only displayed when the source has been marked as accessible in the documents menu.

You can control whether a specific document is able to be shown to customers. This setting is enabled by default. To disable the document as a source shown to customers, follow these instructions:

1. Navigate to  **Knowledge** > Documents.
2. Select a document from the list.
3. Click the toggle labeled **Show as source in responses**.

□

This does not prevent alby from using the document as a source, but it does prevent your agent from showing the document to customers.

For more on the settings and options for each document, see [Add company and product documents to alby](#).
