

## **GENESYS**

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Conversation Manager Overview

Journey Mapping

## Journey Mapping

Use the following topics to learn about Journey Mapping and Optimization. See the summary of chapters below.

- Journey Mapping Requirements: Use this information to help you gather customer requirements.
- Journey Mapping Use Case: Use this example to help you map a customer journey.