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Conversation Manager Overview

[Journey Timeline](#)

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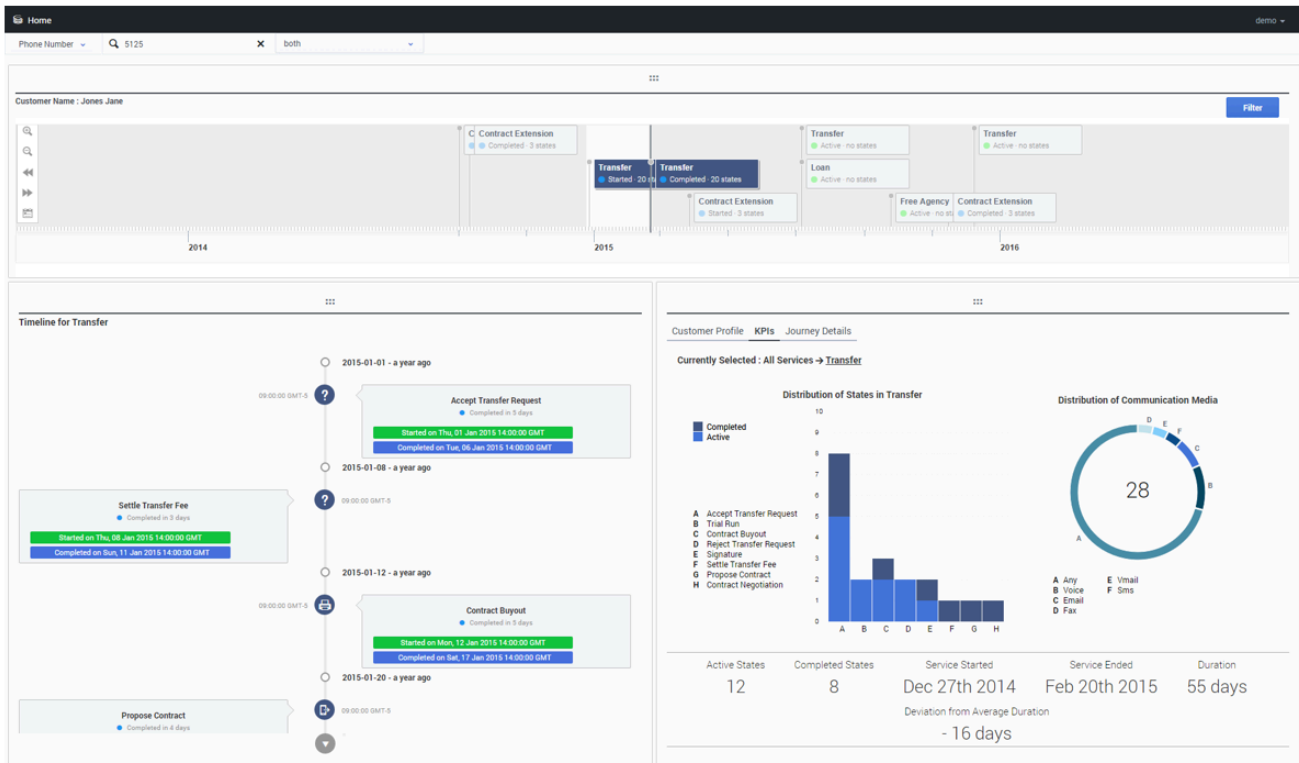
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Journey Timeline

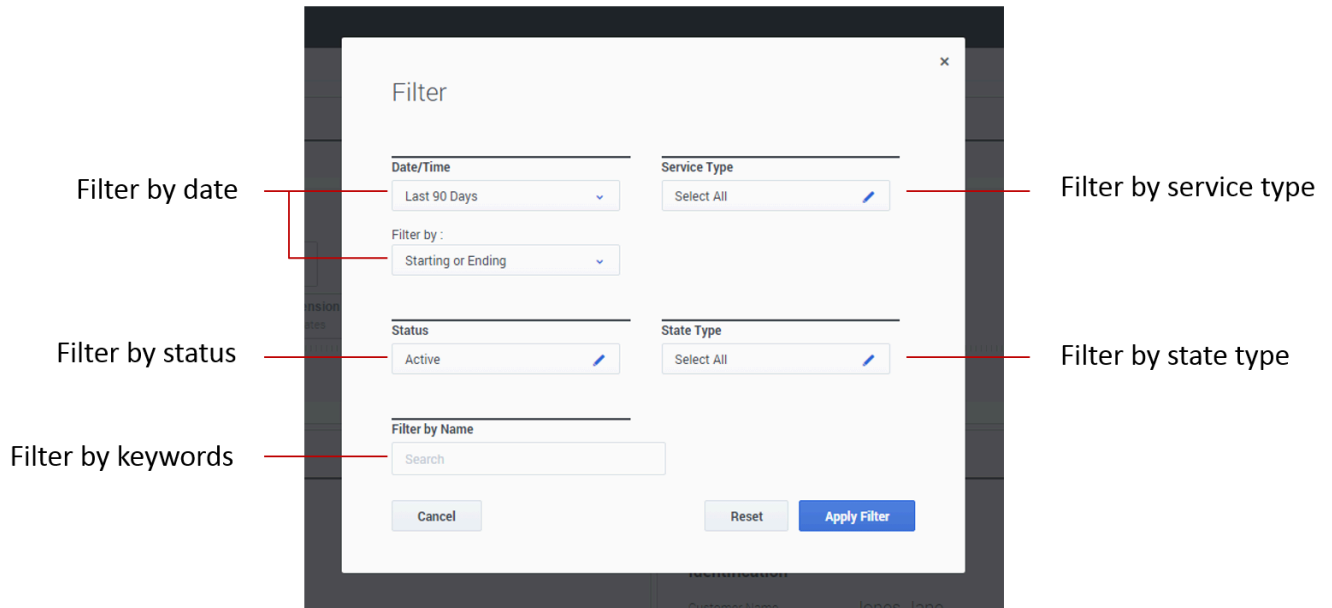
The Journey Timeline is a visual timeline representation of the Customer Journey map, depicting all the touch points of the customer for various services on different channels.

Some of the Timeline's key features include:

- Filtering
- Customer Profile
- KPIs and Journey Metrics
- Journey Data



Filtering



There are a number of filtering options available with Conversation Manager. You can filter by:

- date
- status
- keywords
- service type
- state type

Customer Profile

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Customer Profile KPIs Journey Details

Identification

Customer Name	Jones Jane
Title	Sr. Product Manager
Company	Genesys

Segmentation

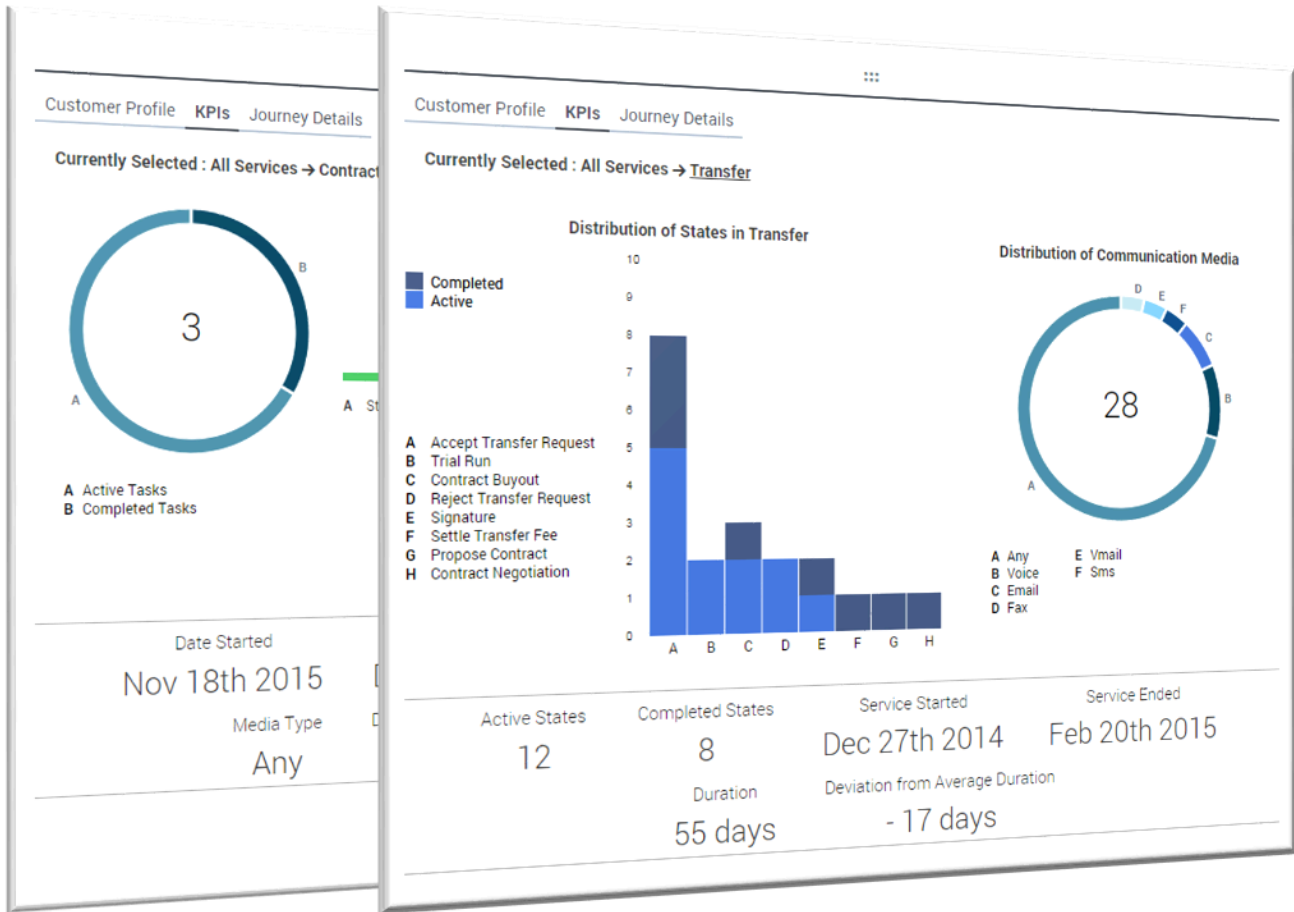
City	Smallville
Language	English
Sentiment	Positive

Contact Information

Phones	5125 6504661100
Emails	jones@demosrv.genesyslab.com jane@gmail.ca

Customer Profile displays basic information about the customer. This feature is optional and can be switched off. You can also create custom profile data and can edit the visible data from your configuration settings.

KPIs and Journey Metrics



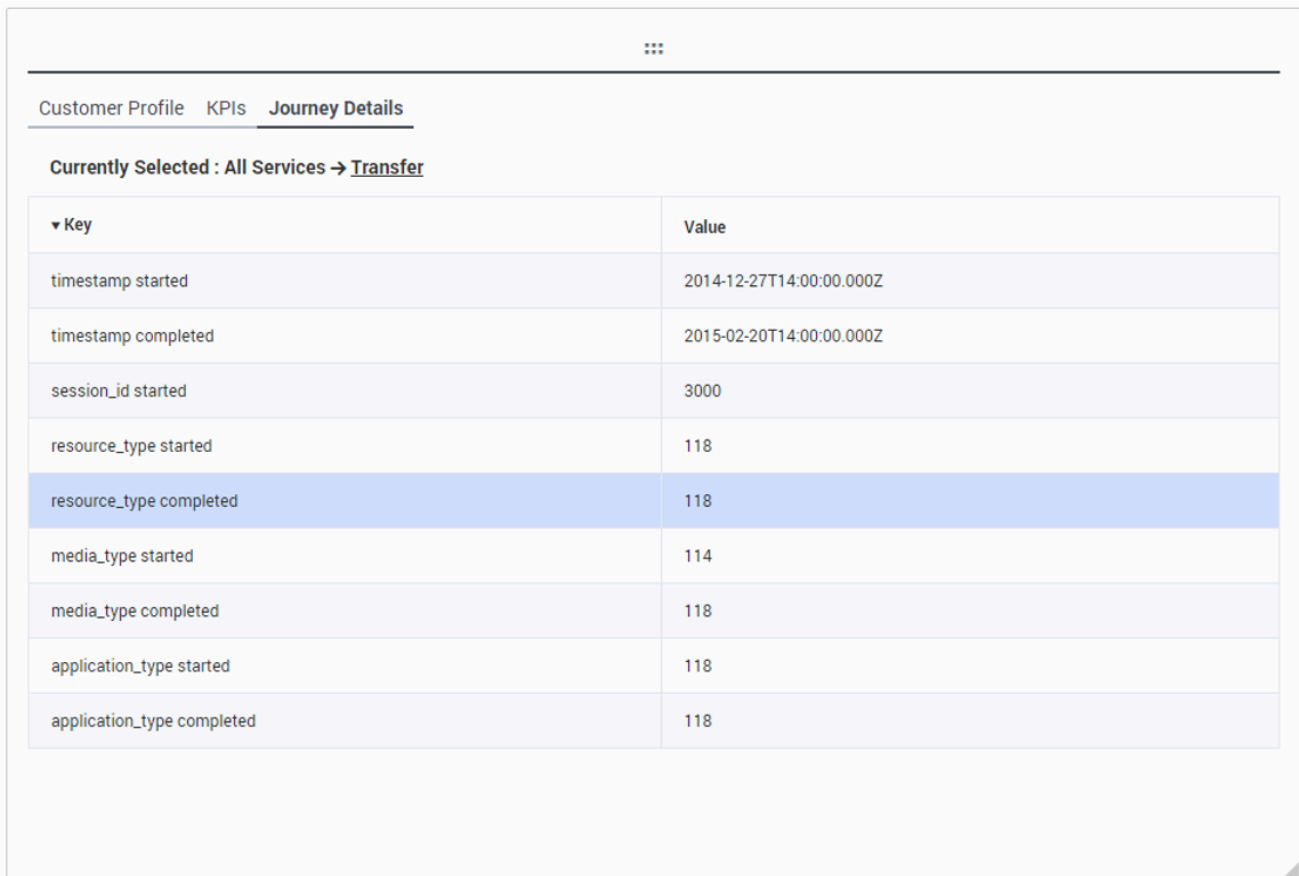
With Conversation Manager, you can view KPIs for:

- All Journeys (services)
- Selected journey
- All States (within a Journey)
- Selected states

Other useful features include:

- Data Visualizations
- Alerts based on thresholds
- Configurable KPIs
- Navigation Trail to switch between all states and selected states

Journey Data



The screenshot shows a web interface with a navigation bar containing 'Customer Profile', 'KPIs', and 'Journey Details'. Below the navigation bar, it says 'Currently Selected : All Services → Transfer'. A table with two columns, 'Key' and 'Value', displays the following data:

Key	Value
timestamp started	2014-12-27T14:00:00.000Z
timestamp completed	2015-02-20T14:00:00.000Z
session_id started	3000
resource_type started	118
resource_type completed	118
media_type started	114
media_type completed	118
application_type started	118
application_type completed	118

With Conversation Manager, you can push data with:

- Journeys (Services)
- States (within a Journey)

All this data is sortable and includes a navigation trail to switch between all states and selected states.

Helpful Links

Topic	Link
Using the Journey Timeline	Journey Timeline Interface
Customizing the Customer Journey	Customizing Journey Timeline
Journey Timeline Plugin for WDE (including source and binary downloads, and installing and running	Journey Timeline Plugin for Workspace Desktop Edition

Journey Timeline

Topic	Link
the sample)	