GENESYS™

Conversation Manager Product Guide

Conversation Manager Product Guide

4/14/2025

Conversation Manager Product Guide

Welcome to the *Genesys Conversation Manager Product Guide*. Use this guide to help you set up Genesys Conversation Manager.

> ### Important
>
> Much of the information in this guide is shared with the *Genesys Mobile Services Deployment Guide*. Wherever you see "GMS" mentioned, please note that the information is also pertinent to Conversation Manager.

Before you begin

Use this section to learn more about the necessary prerequisites for Conversation Manager.

Prerequisites

Requirements

Use these sections to learn more about system requirements for Conversation Manager.

Sizing Calculator

Performance and Sizing Data

Load Balancing

Security