GENESYS

Conversation Manager Overview

Conversation Manager Overview

4/1/2025

Contents

Conversation Manager Overview

Welcome to the *Genesys Conversation Manager Overview*. This provides a basic overview of Conversation Manager and its components.

What is Conversation Manager

About Conversation Manger.

What is Conversation Manager?

What problems does CM solve?

What does CM deliver?

Components

Conversation Manager's architecture.

Architecture

Journeys

Journey Optimization and Mapping.

Journey Dashboard

Journey Timeline

Journey Mapping

Use Cases

Use Cases specific to Conversation Manager.

Use Cases