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Conversation Manager Overview

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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 Manager.

[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](#)