

# Conversations Overview 1.58

There are three sections under which you can define the Conversation layout and view:

**Converse Desk Layouts** – Under the **Converse Desk Layouts** tab, you can help users configure the following:

- Conversation Filters and Global Filters for specific users and profiles.
- Color theme for the Converse Desk.
- Conversation Topic Layout.

**Message Settings** – Under the Message Settings tab you can define the following:

- The color theme for displaying Automated messages.
- Information to be displayed under every Incoming and Outgoing message bubble.
- Information to be displayed under the information lookup fields.

**General Settings** – Under the General Settings tab, you can disable or enable user privileges for the following features:

- Send Canned Responses
- Define Character Limit for Messages
- Internal Note
- Configure CRM Actions
- Configure Related Conversation