

# Configure Converse Desk Layout

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

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

For more information about configuring Converse Desk Layouts, see [Configure Converse Desk Layout](#).

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## Configure Message Settings

In the Message Settings tab, you can configure 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.

For more information about configuring message settings, see [Configure Message Settings](#).

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## Configure General Settings

In 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

For more information about configuring message settings, see [Configure General Settings](#).