



# Cisco SocialMiner

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The standalone SocialMiner features such as Facebook page, Twitter, RSS Feeds, Standalone single session chat, associated features like filters and notifications have been removed from release 12.0. However, you can still use SocialMiner interface to encrypt MR.

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## New Features

### Context Service Integration for Chat and Email

Context Service is a cloud-based storage service that provides a repository for customer journey data. SocialMiner Release 11.5 integrates context service with Chat and Email to store Cisco Contact Center customer data with rich contextual information about interactions resulting in seamless Omni channel experience.

### Office 365 Support

SocialMiner now provides email integration for Office 365.

### Chrome Support

Cisco SocialMiner 11.5 supports Google Chrome Version 48 and above.

### Encryption of Self-Signed Certificates

SocialMiner 11.5 supports creation of self-signed SHA-2 certificates through the Cisco Unified OS Administration Web interface. As SHA-1 has been proved to be susceptible to collision and preimage attacks, hence with a stronger hashing algorithm such as, SHA-256 is supported to enhance the security.



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**Note** If you upgrade from previous versions of SocialMiner, we advise you to regenerate self-signed certificates to use SHA-256. For new installation users, SocialMiner uses SHA-256 by default as a signing algorithm.

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## ESXi 6.0 Support

SocialMiner Release 11.5 supports ESXi 6.0 Update 2 and above.



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**Note** Use the OVA template **Cisco\_SocialMiner\_v11.5\_VMv9.ova** for the fresh installation of SocialMiner Release 11.5(1).

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## Updated Features

Google Chrome support, Office 365 and Task Routing APIs are updated features for SocialMiner Release 11.5.

## Deprecated Features

This release has no deprecated features.

## Important Notes

There are no important notes for this release.

## Removed and Unsupported Features

There are no unsupported or removed features from this release.

## Third-Party Software Impacts

This release has no third-party software impacts.