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Change History

Change	See	Date
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About this Guide

The guide describes how to perform administration tasks, configure feeds, filters, reply templates, and notifications, set up campaigns, and view and respond to contacts in SocialMiner.

Audience

This guide is intended for users who administer, configure and use Cisco SocialMiner to view and respond to customers.

This guide is written with the understanding that your system has been deployed by a partner or service provider who has validated the deployment type, virtual machines, and database and has verified that your contact center can receive and send chats.

Related Documents

Document or Resource	Link
<i>Cisco SocialMiner Documentation Guide</i>	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-documentation-roadmaps-list.html
cisco.com site for Cisco SocialMiner documentation	https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html
cisco.com site for Cisco Unified Contact Center Express documentation	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see [What's New in Cisco Product Documentation](#).

To receive new and revised Cisco technical content directly to your desktop, you can subscribe to the [What's New in Cisco Product Documentation RSS feed](#). RSS feeds are a free service.

Documentation Feedback

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