



Release Notes for Cisco SocialMiner Release 8.5(5)

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Introduction

This document discusses new features, changes, and caveats for Release 8.5(5) of Cisco SocialMiner software.



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System Requirements

For information about Cisco SocialMiner, refer to the SocialMiner page on the Cisco DocWiki:
<http://www.cisco.com/go/socialminer>

For virtualization, hardware, and browser specifications, go to
http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_SocialMiner.

Related Documentation

Cisco SocialMiner Documentation

SocialMiner is a product that provides social-media capture, filtering, workflow, queuing, and reporting for customer-care engagement teams. The core product documentation and training materials are available from a Wiki page on the Cisco Docwiki at <http://docwiki.cisco.com/wiki/SocialMiner>.

- **Online Help** is available from all SocialMiner gadgets. The context-sensitive help pages describe the gadget, how it is configured, and the configuration field details.
- **Developer information** is available at the Cisco Developer Network for Cisco SocialMiner: <http://developer.cisco.com/web/SocialMiner>. (Requires log in with Cisco.com User ID and Password.)

The Cisco Developer Network provides API documentation, reporting development details, a blog, and forums.

- **The SocialMiner User Guide** is accessible from <http://docwiki.cisco.com/wiki/SocialMiner>.
- **Release Notes** for Cisco SocialMiner are accessible from http://www.cisco.com/en/US/products/ps11349/prod_release_notes_list.html
- **Troubleshooting** tips for SocialMiner are available on DocWiki at: http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_SocialMiner
- **Open Source licensing** information is available at: http://www.cisco.com/en/US/products/ps11349/products_licensing_information_listing.html

All Cisco Unified Contact Center Documentation

For the most up-to-date version of all Cisco documentation, go to the Cisco Web page for Cisco Unified Contact Center Products:

<http://www.cisco.com/cisco/web/psa/default.html?mode=prod>

Select Voice and Unified Communications > Customer Collaboration > Cisco Unified Contact Center Products.

New and Changed Features

Cisco SocialMiner Release 8.5(5) includes the following new features and enhancements. Details on all features and enhancements is available on the [SocialMiner Release 8.5\(5\) User Guide](#).

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Customer Chat

SocialMiner 8.5(5) provides a basic, single-session (one customer to one agent) chat session that can be used to assist customers in real-time. To enable chat, the SocialMiner Administrator must set up a chat feed.

To implement chat on your website, copy and paste the sample HTML from the saved chat feed and customize it as appropriate for your needs.

A firewall or proxy server can be configured to protect the SocialMiner during a customer chat session.

A chat alias can be set, enabling agents to create identifiers with which they can represent themselves to customers.

Chat Feed

To support the Chat feature, the Feed gadget now includes a Chat Feed Type. A Chat feed is similar to a Push feed in that it creates a social contact through a web form. Saving a chat feed generates sample code for a click-to-chat form, which you can edit and include on a web page. When you add the chat feed to a campaign, and when a customer enters data on the form and submits it:

- a chat room opens for the customer, who sees "Welcome, please wait while we connect you with an available customer care representative."
- a social contact is generated for the campaign

When the agent reserves the social contact, the chat interface opens (the customer sees "You are now connected with a customer care representative.") and the conversation between the agent and customer begins.

Chat Search

Chat sessions are automatically saved to a database. Users can search the saved transcript using a search API.

Features restricted to the SocialMiner Administrator

SocialMiner 8.5(5) restricts the following features to the SocialMiner Administrator:

- Push Feeds
- Chat Feeds

- Twitter Stream Feeds
- Script Filter

All users can see the Push, Chat, and Twitter Stream Feeds and the Script Filter, and can add them to campaigns. Only the SocialMiner Administrator can add these feeds, edit them, delete them, and upload script filters.

Other Changes

Minor updates have been made to the SocialMiner user interfaces, such as the inclusion of icons to indicate the source of the social contact (Facebook, Twitter, Chat, RSS) on the home page.

Users must now enter their full JID format userid (userid@domain.name) in the User Name field when configuring an XMPP Notifications Server.

Important Notes

The following section contains important notes and restrictions that applies to Release 8.5(5):

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Installation Notes

Release 8.5(5) is the fifth release of Cisco SocialMiner and is available as a download from Cisco.com.

You are	You must:
Doing a fresh install of SocialMiner 8.5(5)	Install SocialMiner 8.5(1). Then upgrade directly to SocialMiner 8.5(5).
On SocialMiner 8.5(1)	Upgrade directly to SocialMiner 8.5(5)
On SocialMiner 8.5(2)	Upgrade to SocialMiner 8.5(4). Then upgrade to SocialMiner 8.5(5).
On SocialMiner 8.5(3)	Upgrade to SocialMiner 8.5(4). Then upgrade to SocialMiner 8.5(5).
On SocialMiner 8.5(4)	Upgrade directly to SocialMiner 8.5(5)

Upgrading to SocialMiner 8.5(5) from earlier releases applies all code updates present in those releases.

After upgrading to Release 8.5(5), you must turn Cisco Security Agent (CSA) off.

Details on *Upgrading to SocialMiner Release 8.5(5)* and turning CSA off are available in the SocialMiner User Guide at: <http://docwiki.cisco.com/wiki/SocialMiner>.

OVA Templates

A virtual machine for SocialMiner Releases 8.5(1), 8.5(2), 8.5(3), and 8.5(4) can operate with the OVA template `Cisco_SocialMiner_v1.0_VMv7.ova`. If you are already using that template, you can continue to do so.

If you are doing a fresh install, use `Cisco_SocialMiner_v1.1.1_VMv7.ova`. This is the ova template that is currently on the software download site.

Localization and Upgrade

If you have installed an earlier release of SocialMiner and have downloaded the SocialMiner localization files, be aware that localization files will not be applied when you upgrade to SocialMiner 8.5(5). Your system will operate in English only until the localization files for the current release become available.

The SocialMiner 8.5(5) localization files will be available for download shortly.

Localized User Interface

If you have your browser settings localized and have downloaded language files for SocialMiner, the first time you open the SocialMiner sign on page, the language dropdown defaults to English.

Select the language you want. On subsequent signins, SocialMiner will default to that language.

Reply Template Limitation

Reply Templates in the Reply Template Gadget are supported only when used with the SocialMiner gadget container. Reply templates are not supported for use in other OpenSocial gadget containers, such as Cisco Quad and iGoogle.

Twitter Authorization Errors - Retry Twice

If you log in to a social contact generated from a Twitter Account feed with an incorrect username or password, you see an error message from Twitter. SocialMiner does not clear that error, so that when you log in again with the correct credentials, you see a SocialMiner error.

When you log in one more time with the correct credentials, the error clears and you can log in successfully.

Twitter Stream Feed Limitation

Due to limitations imposed by Twitter, only one Twitter Stream feed is supported per SocialMiner system. Twitter limits the number of Twitter Stream API requests to a single stream per IP address. This limitation applies to multiple SocialMiner systems (or any applications accessing the Twitter Stream API) using the same proxy. Twitter looks at the incoming IP address of the stream request. If multiple Twitter Stream API requests are coming from the same IP address, Twitter will blacklist the IP address.

If an IP address is blacklisted, you can remove the IP address from the blacklist by stopping all Twitter Stream API requests for approximately two hours. For SocialMiner, this means you must delete **all** Twitter Stream feeds coming from the same IP address (either multiple feeds on the same SocialMiner system, or all Twitter Stream feeds on SocialMiner systems using the same proxy).

If you require multiple Twitter Stream API requests from the same IP address, you must contact Twitter.

Caveats for Open and Resolved Defects in This Release

Cisco Release Notes normally include a table of Resolved Defects (defects that have been fixed since the last Release) and a table of Open defects. To be listed in the Release Notes, defects must meet these criteria:

- Have a severity level of 1 or 2, regardless of how found.
- Have a severity level of 3 and were found by customer use.

Resolved Defect in this Release

Identifier	Severity	Headline
CSCtx66922	2	Unable to apply patch during 8.5(1) installation.

Using Bug Toolkit

If you have an account with Cisco.com, you can use the Bug Toolkit to find caveats of any severity for any release.

Bug Toolkit is an online tool that is available for customers to query defects according to their own needs.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

-
- Step 1** To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
 - Step 2** Log on with your Cisco.com user ID and password.
 - Step 3** Click the **Launch Bug Toolkit** hyperlink.
 - Step 4** If you are looking for information about a specific caveat, enter the ID number in the “Enter known bug ID:” field.

To view all caveats for Cisco SocialMiner, go to the “Search for bugs in other Cisco software and hardware products” section, and enter **Cisco SocialMiner** in the Product Name field.
 - Step 5** Click **Next**. The Cisco SocialMiner search window displays.
 - Step 6** Choose the filters to query for caveats. You can choose any or all of the available options:
 - a. Select the Cisco SocialMiner Version:

- Choose the major version for the major releases.

A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.

- Choose the revision for more specific information.

A revision release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.

- b. Choose the Features or Components to query; make your selection from the “Available” list and click **Add** to place your selection in the “Limit search to” list.

To query for all caveats for a specified release, choose “All Features” in the left window pane.



Note The default value specifies “All Features” and includes all of the items in the left window pane.

- c. Enter keywords to search for a caveat title and description, if desired.



Note To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

- d. Choose the Set Advanced Options, including the following items:

- Bug Severity level—The default specifies 1-3.
- Bug Status Group—Check the Fixed check box for resolved caveats.
- Release Note Enclosure—The default specifies Valid Release Note Enclosure.

- e. Click **Next**.

Step 7 Bug Toolkit returns the list of caveats on the basis of your query. You can modify your results by submitting another query and using different criteria.

Documentation Feedback

You can provide comments about this document by sending email to the following address:

mailto:ccbu_docfeedback@cisco.com

We appreciate your comments.

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