



Cisco SocialMiner Release Notes

First Published: June 06, 2012

Last Modified: October 12, 2012

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CONTENTS

CHAPTER 1

New and changed features 1

UCCX integration 1

Deployment size options 1

Live chat enhancements 1

Social media enhancements 2

Important notes 2

CHAPTER 2

Caveats for open and resolved defects 3

CHAPTER 3

Bug Search Tool 5



CHAPTER 1

New and changed features

This release of SocialMiner includes the following new features and enhancements.

- [UCCX integration, page 1](#)
- [Deployment size options, page 1](#)
- [Live chat enhancements, page 1](#)
- [Social media enhancements, page 2](#)
- [Important notes, page 2](#)

UCCX integration

SocialMiner release 9.0(1) is now integrated with the Unified Contact Center Express (UCCX) solution for single session chat.

Deployment size options

SocialMiner can be configured in two deployment profiles: small (30 social media users and 120 chats) and large (60 social media users and 400 chats).

Live chat enhancements

The SocialMiner Chat interface now supports low-vision accessibility through JAWS. This feature is enabled and disabled using the ctrl+shift+s keyboard shortcut for customer chat sessions and through a checkbox on the agent settings page for agents.

Once enabled, incoming chat messages and other events are automatically highlighted briefly and then announced by JAWS.

Users can now change the font size in their chat interface; keyboard functions allow all users to increase (ctrl+shift+]) or decrease (ctrl+shift+[) font sizes in chat.

The keystroke combination ctrl+shift+E closes the agent chat interface.

Chat timeout settings are now adjustable.

Starting with the CCX 9.0 release, SocialMiner chat is integrated into UCCX.

Social media enhancements

Users can search to find social contacts by author, by status, within a certain date range, or containing specific words.

Agents have the capability to save social contact replies (for Facebook and Twitter) and have them reviewed before they are released.

A disk usage meter has been added to help monitor disk capacity.

Status change reason codes have been added. When a user hovers over the status indicator of a social contact, a tool tip appears telling them the reason that the social contact is in its current state.

The Javascript libraries included in SocialMiner for use in custom reply templates have been modified and the newer versions are not backward-compatible. Existing custom reply templates using SocialMiner libraries will not function correctly and will need changes to adapt to the new API. Documentation to address these changes is forthcoming; users with custom reply templates may want to wait before moving to release 9.0(1) and upgrade their custom templates at that time.

Important notes

You can only upgrade to SocialMiner 9.0(1) from release 8.5(5). Before starting the upgrade, you must perform a complete system backup to ensure that you can roll back to release 8.5(5) if necessary. Instructions for performing the backup are included in the upgrade procedure in the User Guide.



CHAPTER 2

Caveats for open and resolved defects

Cisco Release Notes normally include tables listing all open and resolved (those that have been fixed since the last release) defects of the following severity levels:

- Severity level of 1 or 2
- Severity level 3 (if found by customer use)



Note

There are no open defects in this release.

Table 1: Resolved defects in this release

Identifier	Severity	Headline
CSCtx66922	2	Unable to apply patch during 8.5(1) installation
CSCty94240	2	ALL-LANG; OLH: SocialMiner chat status messages are in English
CSCty13729	3	Screen-pop URLs in SocialMiner Notification do not contain FQDN
CSCtz07727	3	Customer submits second chat before first is done gets original chatroom
CSCtx85339	3	GUI is not displaying correct status during upgrade(SM)
CSCua09782	3	chat session stuck due to invalid XML characters in chat message

The issues in the following table have been closed in this release for the reasons cited

Table 2: Known issues in this release

Identifier	Severity	Description
CSCty07905	3	Google Talk requires jid with service name to log in for XMPP server. Google servers are not supported for IM notifications.

Identifier	Severity	Description
CSCty70947	3	<p>FB post yesterday does not show comments done today in Social Miner.</p> <p>No known workaround. Once the number of posts exceeds the Facebook buffer, comments to older posts are no longer captured.</p>
CSCtz07727	3	<p>Customer submits second chat before first is done gets original chatroom.</p> <p>This is normal system operation. To avoid this issue, wait approximately 20 seconds after completing one chat session before submitting another chat request.</p>
CSCtx85339	3	<p>GUI is not displaying correct status during upgrade(SM).</p> <p>When upgrading SocialMiner, switch version/reboot after upgrade should always be selected. If the upgrade was started from the GUI, a refresh of the page is necessary to see the new status.</p> <p>If the switch version/reboot after upgrade option was not selected, the upgrade will have to be completed from the CLI with the "utils system switch-version" command. This will reboot and switch to the upgraded version.</p>



CHAPTER **3**

Bug Search Tool

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

Access the Bug Search tool at <https://www.cisco.com/cisco/psn/bssprt/bss>. Enter the bug identifier in the search box and press return or click Search.

