Cisco Customer Collaboration Platform

In this release, SocialMiner has been renamed as Customer Collaboration Platform (CCP).

New Features

None.

Updated Features

None.

Important Notes

After upgrading Customer Collaboration Platform, the CAs that are not approved by Cisco are removed from the platform trust store. However, you can add them back, if necessary.

- For information about the list of CAs that Cisco supports, see *Cisco Trusted External Root Bundle* section in https://www.cisco.com/security/pki

- For information about adding a certificate, see *To Upload the Certificates* and *After You Upload the Certificates* sections in *Cisco Customer Collaboration Platform User Guide*.

Deprecated Features

None.

Removed and Unsupported Features

The support for monitoring of Facebook fan pages, Twitter, and RSS feeds from Customer Collaboration Platform for all Customer Journey Solutions customers is removed in Cisco Customer Collaboration Platform 11.6(2) and later. This is applicable ONLY to the social media feed integration to Customer Collaboration Platform. The field notice in this regard is available at, https://www.cisco.com/c/en/us/support/docs/field-notices/702/fn70274.html.

The standalone Customer Collaboration Platform features such as Facebook page, Twitter, RSS Feeds, Standalone single session chat, associated features like filters and notifications have been removed.

Access to Cisco Customer Collaboration Platform Administration UI is restricted. To access the UI, the IP from which the UI will be accessed has to be Whitelisted.

Third Party Software Impacts

None.