



Configure SocialMiner

Cisco SocialMiner is a customer-care system that can support between 120 and 400 (depending on the deployment) simultaneous single-session chats between a customer and an agent. The agent uses the SocialMiner to respond to the customer who submits the chat form on your website.

Use the SocialMiner configuration web page in the Unified CCX Application Administration to configure and integrate chat CSQs with SocialMiner. This option is available only with the Unified CCX Premium license package. You must configure information on this web page to enable the chat feature to work.

See **Cisco SocialMiner Configuration** section in *Cisco Unified CCX Administration Guide, Release 9.0(1)* to configure SocialMiner.

See [http://docwiki.cisco.com/wiki/SocialMiner_Release_9.0\(1\)#Customer_Chat](http://docwiki.cisco.com/wiki/SocialMiner_Release_9.0(1)#Customer_Chat) for information about how to search and retrieve stored chat transcripts, change chat storage space, and calculate the disk space needed to store data for specific duration.

