



Cisco Customer Collaboration Platform

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 from release 12.0. However, you can still use Customer Collaboration Platform interface to encrypt MR.

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New Features

None.

Updated Features

None.

Important Notes

None.

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>.

Third Party Software Impacts

None.