What's New in Cisco SocialMiner Release 10.6(1)

The following sections describe new features and enhancements for Cisco SocialMiner Release 10.6(1).

Facebook API Changes

Facebook is making changes to its REST APIs to implement versioning. As part of these changes, calls to https://graph.facebook.com will start referring to https://grahp.facebook.com/v2.0/.

SocialMiner Release 10.6(1) is updated to use these versioned calls. If you want to continue using Facebook functionality, you must upgrade your older release of SocialMiner to Release 10.6(1).

Browser Support Changes

Internet Explorer

SocialMiner Release 10.6(1) supports Internet Explorer 10.0 and 11.0.

Internet Explorer 9.0 is no longer supported.

Firefox

SocialMiner Release 10.6(1) supports Firefox Extended Support Release (ESR) 31.

Multi-session Email for Unified CCX

SocialMiner Release 10.6(1) provides multi-session email for Unified Contact Center Express (Unified CCX) and Cisco Finesse. SocialMiner supplies the email server integration and fetching capability, as well as the email management user interface components for the Finesse desktop.

Email Reply Template and Campaign Results

The Cisco Email reply template in SocialMiner Release 10.6(1) is for use with multisession email when SocialMiner is deployed with Unified CCX and Cisco Finesse. This reply template is not supported with the campaign results that appear in the Home tab of the SocialMiner user interface. If you attempt to reply to a contact associated with the Cisco Email reply template in SocialMiner, the following error appears:

Replies using the multi-session chat and email reply templates are not supported.