

# Cisco SocialMiner Documentation Guide, Release 11.0(1)

---

**First Published:** August 27, 2015

## Documentation Guide

### Overview

This document provides information about the technical documentation for Cisco SocialMiner Release 11.0(1). Use this document to understand where you can find types of information in the customer documentation suite.

For the latest version of SocialMiner documents, see <http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html>.

### Release and General Information

#### **Cisco SocialMiner Release Notes**

This document describes new features, changed information, and caveats for SocialMiner. Read the latest release notes before installing or upgrading SocialMiner.

To view the latest SocialMiner Release Notes, see <http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/products-release-notes-list.html>.

#### **Cisco SocialMiner Installation and Upgrade Guide**

This document describes how to install or upgrade SocialMiner.

#### **Cisco SocialMiner User Guide**

This document contains the following information:

- How to perform administration tasks on the SocialMiner system.
- How to configure feeds, filters, reply templates, and notifications.
- How to set up campaigns.
- How to view and respond to contacts in SocialMiner.

To view the latest SocialMiner User Guide, see <http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/products-user-guide-list.html>.

#### **Cisco SocialMiner Online Help**

The online help for SocialMiner provides details about using each of the SocialMiner menus and tools. Access the online help from the SocialMiner interface by clicking the question mark icon in the top right corner of each tab.

### **Cisco SocialMiner Developer Guide**

This document contains information about the APIs used in SocialMiner.

The Developer Guide is available on CiscoDevnet, which requires authentication for access. To view the latest SocialMiner Developer Guide, see <https://developer.cisco.com/site/socialminer/documentation/index.gsp>.

### **Open Source Software Used in Cisco SocialMiner**

This document contains the licenses and notices for open source software used in SocialMiner.

To view the latest open source document, see <http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/products-licensing-information-listing.html>.

## **Additional Resources**

Additional information for SocialMiner is available on the SocialMiner DocWiki. You can find information about the following on the DocWiki:

- Supported web browsers
- Virtualization
- Troubleshooting
- Feed sources
- SocialMiner user guides for release 9.0(x) and earlier

The SocialMiner DocWiki can be found here: <http://docwiki.cisco.com/wiki/SocialMiner>

## **Related Documentation**

This section provides links to documentation for related products.

### **Unified Contact Center Express**

View the latest documentation for Unified Contact Center Express here:

<http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html>

---

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <http://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

© 2015 Cisco Systems, Inc. All rights reserved.