

Cisco SocialMiner Documentation Guide, Release 11.0(1)

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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>

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