



Cisco SocialMiner Documentation Guide, Release 11.6(1)

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Documentation Guide

This documentation guide provides details of all of the documents for this release of Cisco SocialMiner and contains links to the documents.

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

Documentation Changes

The following tables identify the documents that changed for this release. Updated documents are also listed under Collaboration in What's New in Cisco Product Documentation at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>. This service lists new and revised Cisco documentation since the last release of this monthly publication. You can also subscribe to the What's New in Cisco Product Documentation RSS feed to deliver updates directly to an RSS reader on your desktop. To subscribe, paste this URL into your RSS reader: http://www.cisco.com/cdc_content_elements/rss/whats_new/

New Documents in this Release

There are no new documents in this release.

Documents Updated in this Release

This table lists the documents that are updated in this release:

Document	Notes
Cisco SocialMiner User Guide, Release 11.6(1)	Added TLS Configuration Commands for CLI.

Cisco SocialMiner Developer Guide, Release 11.6(1)	<ul style="list-style-type: none"> • Added CORS section • Added Predefined Reponse (By Type) • Added Cc and Bcc fields to Email Reply • Added IMAP Folder Configuration • Added Serviceability API for IMAP Folder Configuration • Updated Chat Feeds for Typing Indicator enhancement
Cisco SocialMiner Installation and Upgrade Guide, Release 11.6(1)	Updated Upgrading SocialMiner

Documents Retired in this Release

This table lists the documents retired in this release:

Document	Notes
Cisco SocialMiner User Guide for Unified CCX	Retired from Release 11.6
Cisco SocialMiner User Guide for Unified CCE	Retired from Release 11.6

Plan

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>.

Install and Upgrade

Cisco SocialMiner Installation and Upgrade Guide

This document describes how to install or upgrade SocialMiner.

To view the latest SocialMiner Installation and Upgrade Guide, see <http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/products-installation-guides-list.html>

Virtualization for Cisco SocialMiner

This document is updated to meet Cisco SocialMiner, Release 11.6(1) requirements. To view the page, see http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-socialminer.html

Compatibility with Unified CCX

The compatibility information for Cisco SocialMiner provides hardware specifications and compatible third-party software versions for SocialMiner with Unified CCX. This page replaces the Compatibility Matrix Wiki.

To view the page for Unified CCX, see:

<http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>

Compatibility with Unified CCE

The compatibility information for Cisco SocialMiner provides hardware specifications and compatible third-party software versions for SocialMiner with Unified CCE. This page replaces the Compatibility Matrix Wiki.

To view the page for Unified CCE, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>

Administer and Maintain

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>.

Reference

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>.

Cisco Security Advisories

Addressing security issues in Cisco products is the responsibility of the Cisco Product Security Incident Response Team (PSIRT). The Cisco PSIRT is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see Cisco Security Advisories, Responses, and Alerts at:

<https://tools.cisco.com/security/center/publicationListing.x>

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>

Unified Contact Center Enterprise

View the latest documentation for Unified Contact Center Enterprise here:

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

Packaged Contact Center Enterprise

View the latest documentation for Packaged Contact Center Enterprise here:

<https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>

Hosted Collaboration Solutions for Contact Center

View the latest documentation for Hosted Collaboration Solutions for Contact Center here:

<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-hcs/tsd-products-support-series-home.html>

