Preface

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Change History

Change	See	Date
Initial Release of 11.6(2)		August 2018

About this Guide

The guide describes how to perform administration tasks, configure feeds, filters, reply templates, and notifications, set up campaigns, and view and respond to contacts in SocialMiner.

Audience

This guide is intended for users who administer, configure and use Cisco SocialMiner to view and respond to customers.

This guide is written with the understanding that your system has been deployed by a partner or service provider who has validated the deployment type, virtual machines, and database and has verified that your contact center can receive and send chats.

Related Documents

Document or Resource	Link
Cisco SocialMiner Documentation Guide	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-documentation-roadmaps-list.html
Cisco SocialMiner documentation	https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html
cisco.com site for Cisco Unified Contact Center Enterprise documentation	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html
cisco.com site for Cisco Unified Contact Center Express documentation	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html

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- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

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