

Welcome to the Cisco SocialMiner Doc Wiki

Cisco SocialMiner is a customer-care system that provides capture, filtering, workflow, queuing, and reporting for social-media engagement teams. Internet postings captured by SocialMiner are referred to as Social Contacts. SocialMiner stores the Social Contacts and groups them into user-defined Campaigns. SocialMiner presents the Social Contacts to social-media customer care personnel who can categorize and respond to the postings. SocialMiner also produces reporting statistics on the handling of the Social Contacts.

As of Release 10.0(1), SocialMiner documentation is available on Cisco.com: [\[1\]](#)



Additional Resources

- [Supported Web Browsers](#)
- [Virtualization for Cisco SocialMiner](#)
- [Troubleshooting Cisco SocialMiner](#)
- [SocialMiner Developer Guide](#)
- The User Guide for [SocialMiner Release 9.0\(1\)](#) is also still available as a wiki.

Archive links to older information that is no longer supported

- [SocialMiner Feed Sources](#)
- [SocialMiner Training Videos](#)
- [SocialMiner Release 8.5\(1\)](#)
- [SocialMiner Release 8.5\(2\)](#)
- [SocialMiner Release 8.5\(3\)](#)
- [SocialMiner Release 8.5\(4\)](#)
- [SocialMiner Release 8.5\(5\)](#)