

Beginning in Release 10.0, browser support is defined at the solution level.

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SocialMiner Integrated with Cisco Unified Contact Center Enterprise

For information about browser support for all Unified Contact Center Enterprise components, see the [Unified CCE Software Compatibility Matrix](#) for your release.

SocialMiner Integrated with Cisco Unified Contact Center Express

For information about browser support for all Unified Contact Center Express components, see the [Unified CCX Software Compatibility Matrix](#) for your release.

Standalone SocialMiner

SocialMiner Release 11.0(1)

SocialMiner Release 11.0(1) supports the following browsers:

- Internet Explorer versions 10 and 11 (Native mode)
- Firefox 38 ESR and later ESR releases

SocialMiner Release 10.6(1)

For Release 10.6(1), a standalone SocialMiner system supports the same browsers as a SocialMiner system integrated with Cisco Unified Contact Center Express. (Note: SocialMiner Release 10.6(1) is not supported with Unified Contact Center Enterprise.) For information about browser support for all Unified Contact Center Express components, see the preceding link.

SocialMiner Release 10.0(1) and 10.5(1)

For Release 10.0(1) and 10.5(1), a standalone SocialMiner system supports the same browsers as a SocialMiner system integrated with Cisco Unified Contact Center Enterprise or Cisco Unified Contact Center Express. For more information, see one of the preceding links.

SocialMiner Release 9.0(1)

SocialMiner Release 9.01(1) supports the following browsers:

- Firefox versions 12 and 13
- Internet Explorer 8.0

Note: Internet Explorer is supported only for customer and agent chat.

Notes

Cookies and JavaScript must be enabled on your browser to use SocialMiner.

Definitions and Terminology

Supported: Tested by the Cisco development team and supported by Cisco TAC

Not Supported: This browser is not included in the Cisco testing process and errors in this browser will not be troubleshooted by TAC.

Blocked: The web server blocks this browser type