

Cisco SocialMiner 11.6

Product Overview

The Cisco SocialMiner[®] solution helps businesses and organizations deliver a connected digital experience, enabling you to provide contextual, continuous, and capability-rich journeys for your customers, across time and channels.

Cisco SocialMiner can enable your company to proactively respond to customers and prospects communicating through public social media networks such as Twitter, Facebook, and other public forums and blogging sites. By providing social media monitoring, queuing, and workflow to organize customer posts on social media networks and deliver them to your customer care team, your company can respond to customers in real time through the same social network they use to communicate.

This innovative customer service capability is enabled by the Cisco SocialMiner solution, which searches multiple social networks to capture public customer postings and then organizes, filters, and prioritizes these postings and presents them to your customer care team for response. Your customer service representatives can respond to a customer service problem or reach out to new customers looking for information about your products or services.

Cisco SocialMiner provides web chat and agent email features as part of Cisco[®] Unified Contact Center Express. And in Cisco Unified Contact Center Enterprise, it enables the voice callback request capability.

Business Value

Consider the dramatic growth of the social web. Using Twitter, Facebook, and other social media, people worldwide are engaging in an increasing number of online conversations and interactions. Part of those conversations involves consumers talking about the companies with which they do business. Sometimes they say good things, and sometimes they complain. The question is, Are companies listening? And can enterprises respond to both the good and the not-so-good information coming from customers through social media?

Cisco SocialMiner customer care enables all companies to incorporate the capability to listen to and respond to customer conversations originating on the social web. This proactive response can benefit your company in numerous ways, from delighting customers with responses to concerns or questions to managing a complaint or product problem that could potentially damage your brand. In addition, the social media web is full of potential customers asking for advice about a product or service. With Cisco SocialMiner software, your company can offer advice and product information to aid in decision making, create brand recognition, and possibly gain new customers.

Cisco SocialMiner software can help your company enhance customer service, improve customer loyalty, add new customers, and protect your brand.

Table 1 lists the features and benefits of Cisco SocialMiner 11.6.

Table 1. Features and Benefits of Cisco SocialMiner 11.6

Feature	Benefits
Product Baseline Features	
Social media feeds	<ul style="list-style-type: none"> • Feeds are configurable sources to capture public social contacts that contain specific words, terms, or phrases. • Feeds enable you to collect various types of contacts about your company's products, services, or areas of expertise. • The Cisco SocialMiner solution supports the following types of feeds: <ul style="list-style-type: none"> ◦ Really Simple Syndication (RSS) ◦ Facebook ◦ Twitter ◦ Push ◦ Web chat ◦ Agent email ◦ Callback • Cisco Unified Contact Center Express (CCX) only or Cisco Unified Contact Center Enterprise (CCE) only: <ul style="list-style-type: none"> ◦ Web chat (CCX only) ◦ Agent email (CCX only) ◦ Callback (CCE only)
Chat from Twitter and Facebook reply templates	<ul style="list-style-type: none"> • This feature allows agents to escalate Twitter and Facebook communications to live single-session web chats. • Chat launch from Twitter and Facebook provides agents with the flexibility to offer customers real-time support.
Filters	<ul style="list-style-type: none"> • Filters are configurable sources to modify and take action on social contacts, allowing customer care representatives to focus on the most actionable social contacts. Cisco SocialMiner supports three types of filters: <ul style="list-style-type: none"> ◦ Bayesian ◦ Author ◦ Script
Campaign management	<ul style="list-style-type: none"> • The solution groups feeds into campaigns to organize all posting activity related to a product category or business objective. • It produces metrics about campaign activity. • Cisco SocialMiner allows you to configure multiple campaigns to search for customer postings on specific products or services. • The software groups social contacts for handling by the social media customer care team. • It enables filtering of social contacts based on preconfigured campaign filters to focus campaign searches.
Search	<ul style="list-style-type: none"> • This feature enables searches for specific words, terms, or phrases associated with all social contacts in Cisco SocialMiner software. • Search provides another layer of social contact filtering to meet specific business goals. • It enables searches for transcripts associated with completed chat sessions.
Routing and queuing social contacts	<ul style="list-style-type: none"> • This feature enables routing of social contacts to skilled customer care representatives in the contact center. • It draws on expertise in the enterprise by allowing multiple people to work together to handle responses to customer postings through shared work queues. • It also enables automated distribution of work to improve the efficiency and effectiveness of social media engagement.
Tagging	<ul style="list-style-type: none"> • You can route work to the appropriate team by grouping each post or social contact into different categories; for example, a post can be marked with the "customer_support" tag, and this post will then appear in a customer support agent's queue for processing.
Saving drafts for review	<ul style="list-style-type: none"> • You can save responses to social contacts for review by a team member or supervisor. • You can review responses before posting to the social web to help control brand image and value.

Feature	Benefits
Social media customer care metrics	<ul style="list-style-type: none"> • The application provides detailed metrics about social media customer care activities, campaign reports, and team reports. • It measures work and results to help you meet service-level goals. • It supports brand management. • Cisco SocialMiner optimizes staffing. • It includes dashboarding of social media posting activity when Cisco Unified Intelligence Center is used.
Reporting for social contacts	<ul style="list-style-type: none"> • Cisco SocialMiner software provides a reporting database that you can access using any reporting tool, including Cisco Unified Intelligence Center. • The solution enables customer care management to accurately report on and track social media interactions by the contact center.
OpenSocial-compliant gadgets and Representational State Transfer (REST) APIs	<ul style="list-style-type: none"> • Cisco SocialMiner provides flexible user-interface options. • The solution provides extensive opportunities for customization. • It enables web and mobile application developers to add voice callback as a feature for custom-developed web applications.
Optional integration with full suite of Cisco collaboration tools	<ul style="list-style-type: none"> • With Cisco SocialMiner you can take advantage of the full suite of Cisco collaboration tools, including the Cisco Show and Share[®] webcasting and video sharing application and Cisco Pulse[®] technology, to help your social media customer care team quickly find answers to help customers efficiently and effectively. • Your existing IT personnel can easily maintain the solution.
Web chat and agent email management	<ul style="list-style-type: none"> • Web chat and agent email are managed only through Cisco Unified Contact Center Express and the Cisco Finesse[®] agent desktop. SocialMiner plays a pivotal role in initiating chat and email requests and handling the media. • You can have multiple chat and email sessions: a maximum of five simultaneous sessions of each type per agent, thereby enabling a truly blended agent providing an omnichannel experience (with Context Service). • You can use predefined agent responses for ease of composition and choose up to five wrap-up reasons per contact. • For chat, the agent can invite an agent from another service queue to help answer questions or even to do a warm handover. • For email, the agent Can Copy (cc or bcc) additional recipients, re-queue emails or discard them, or forward to recipients outside the contact center for offline handling. Attachments up to 20 MB can be received and sent. • The solution provides audible and visual notification for incoming chat requests. • Live data and historical reporting are available through Cisco Unified Intelligence Center.
Task routing API	<ul style="list-style-type: none"> • Enables new types of interactions—such as videos, texts, and events from the Internet of Things or a back-end system—to be routed to the contact center. This capability enables the deployment of generic systems that need to interface with a contact center to provide care in a highly customizable way and yet standardize on routing and reporting.
Operating Environment	
Any server platform	<ul style="list-style-type: none"> • The Cisco SocialMiner server must support virtualization (VMware ESXi 5.0). • Server recommendations include Cisco Unified Computing System[™] (Cisco UCS[®]) C-Series Rack Servers or B-Series Blade Servers. • Server consolidation means a lower cost per server with Cisco UCS servers.
Architecture	
Scalability	<ul style="list-style-type: none"> • One server supports up to 30 simultaneous social media customer care users and 10,000 social contacts per hour.
Management	
Cisco Unified Real-Time Monitoring Tool (RTMT)	<ul style="list-style-type: none"> • Operational management is enhanced through integration with the Cisco Unified RTMT, providing consistent application monitoring across Cisco Unified Communications solutions.
Simple Network Management Protocol (SNMP)	SNMP with an associated MIB is supported through the Cisco Voice Operating System (VOS).
Reporting	
Cisco Unified Intelligence Center	Create customizable reports for social media customer care events using Cisco Unified Intelligence Center (purchased separately).

Platform Support, Compatibility, and Specifications

For hardware and operating system requirements, for compatibility with other Cisco and third-party products, and for additional product specifications, consult the hardware and system software specifications for Cisco SocialMiner software at <https://docwiki.cisco.com/wiki/SocialMiner>.

Licensing

The SocialMiner component is now bundled with the Unified CCX premium package and the Unified CCE/Packaged CCE/Hosted Collaboration Solution.

Warranty Information

Find warranty information on Cisco.com on the [Product Warranties](#) page.

Ordering Information

To place an order for Cisco SocialMiner software, visit the [Cisco Ordering Home Page](#). To download software, visit the [Cisco Software Center](#).

Cisco Services

Cisco Services adapt to market changes while increasing productivity, improving competitive advantage, and delivering a rich-media experience across any workspace.

The combined strengths of Cisco and our partners provide a portfolio of services that can help you prepare your infrastructure for future changes aligning with long-term business goals. Together we create innovative, network centric architecture solutions resulting in a scalable and responsive foundation that can help you achieve the full value of your IT and communication investments.

For more information about Cisco Unified Contact Center Services, please visit <https://www.cisco.com/go/uccservices>.

Cisco Authorized Partners

Cisco Advanced Technology Providers and Advanced Collaboration Architecture Specialized Partners are authorized to sell and install Cisco SocialMiner software. To find an authorized reseller, contact your local Cisco representative or visit the Partner Locator at <https://tools.cisco.com/WWChannels/LOCATR/openBasicSearch.do>.

Cisco Developer Network

The Cisco Developer Network program offers a formalized means for developers to create value-added applications and solutions for Cisco SocialMiner software. The Cisco SocialMiner area of Cisco Developer Network is available at <https://developer.cisco.com/web/socialminer>.

Cisco Capital

Financing to Help You Achieve Your Objectives

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For More Information

For more information about Cisco SocialMiner software, please visit <https://www.cisco.com/go/socialminer>.




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