

Search on CCP (Formerly SocialMiner) with the Date Filters

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Introduction

This document describes the search on Customer Collaboration Portal (CCP - formerly SocialMiner) with the date filters.

Prerequisites

Requirements

Cisco recommends that you have knowledge of CCP.

Components Used

The information in this document is based on CCP 12.5.1.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Q. How to search on CCP with the Date Filters?

You can find the **Search** option in the CCP graphic user interface.



This document explains how to run the search with date filters.

A. Search Examples with Date Filter

1. Query with `sc.createdDate:2021` (or `sc.createdDate:"2021"`) to retrieve social contacts for the year.



2. Query with `sc.createdDate:2021-09` (or `sc.createdDate:"2021-09"`) to retrieve social contacts for the year & month.



Note: CCP keeps by default only the last 30 days and older social contacts are purged.

If you want to increase the default of 30 days, follow these steps:

Step 1. Navigate to **Administration**.



Step 2. Select **Purge Settings**.



System Administration



Application Software Version: 12.5(1)-1
Operating System Active Software Version: 12.5.1.10000-15
Operating System Inactive Software Version: 12.0.1.10000-14

Server Status

- Datastore
- Indexer
- Runtime
- Eventing and Chat
- Hardware
- Mail Notifications
- XMPP Notifications
- Connection to CCE Notifications

System Statistics

- Social Contacts (per hour) 0
- Logged In Users 2
- Disk Usage 21%

- ▶ Active Directory
- ▶ Mail Notifications Server
- ▶ Proxy Settings
- ▶ Public URL Prefix for Chat Invitation
- ▶ CCE Configuration for Multichannel Routing
- ▶ XMPP Notifications Server
- ▶ **Purge Settings**
- ▶ Reporting Configuration
- ▶ RTMT Download
- ▶ Platform Administration

Step 3. Select **Edit**.

▼ Purge Settings

DataStore Purge Settings

Purge Social Contacts older than (days) 30

Emergency purge when disk usage exceeds (%) 50

Reporting Purge Settings

Purge start time (HH:mm 24 hour format) 01:00

Purge Reporting Records older than (days) 550

Edit

Save

Step 4. In the **DataStore Purge Settings** you can increase the value for the **Purge Social Contacts older than (days)** field to keep the social contacts for a longer time. Then select **Save**.

▼ Purge Settings

DataStore Purge Settings

Purge Social Contacts older than (days) (1 - 550)

Emergency purge when disk usage exceeds (%) (40 - 90)

Reporting Purge Settings

Purge start time (HH:mm 24 hour format)

Purge Reporting Records older than (days) (1 - 550)

Cancel

Save