

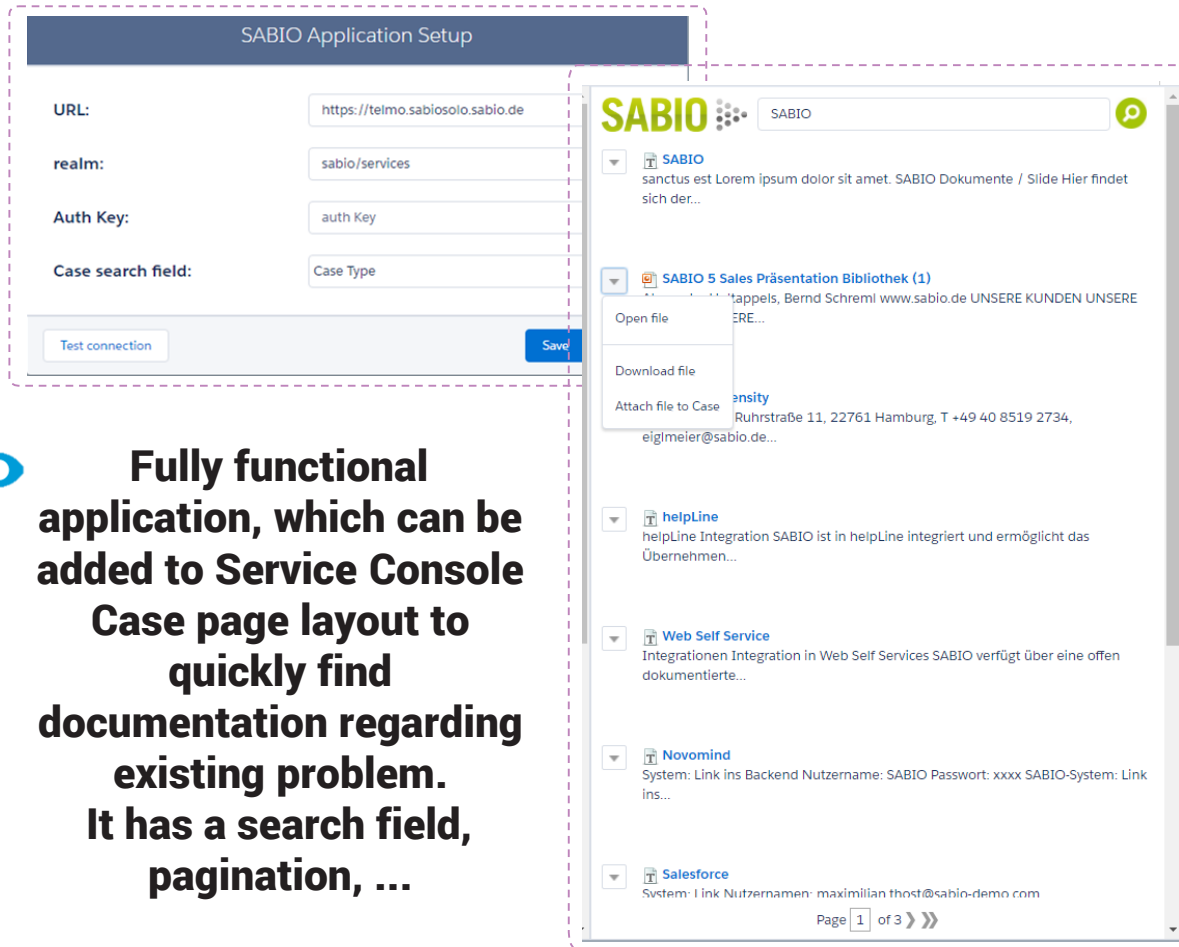


# Customer Case - SABIO



# SABIO: App Development

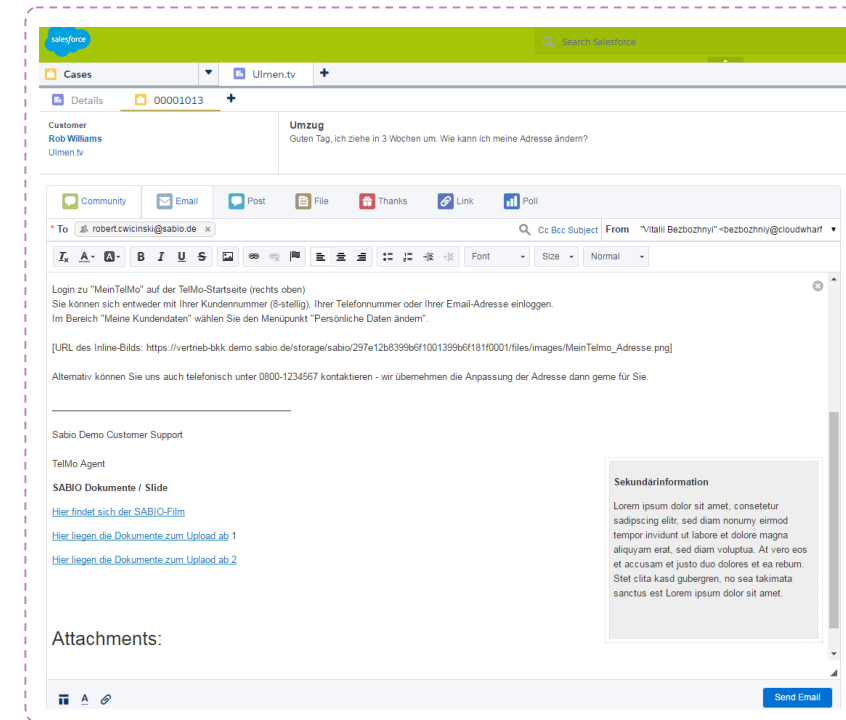
## Results



The image shows two screenshots related to the SABIO application. The left screenshot is titled "SABIO Application Setup" and contains a form with the following fields: URL (https://telmo.sabiosolo.sabio.de), realm (sabio/services), Auth Key (auth Key), and Case search field (Case Type). There are "Test connection" and "Save" buttons. The right screenshot shows the SABIO application interface with a search bar and a list of items. The first item is "SABIO" with a description "sanctus est Lorem ipsum dolor sit amet. SABIO Dokumente / Slide Hier findet sich der...". The second item is "SABIO 5 Sales Präsentation Bibliothek (1)" with a description "tappels, Bernd Schreml www.sabio.de UNSERE KUNDEN UNSERE...". A context menu is open over this item, showing options: "Open file", "Download file", and "Attach file to Case". The "Attach file to Case" option is selected, and a sub-menu is visible with the text "ensity Ruhrstraße 11, 22761 Hamburg, T +49 40 8519 2734, eiglmeier@sabio.de...". Other items in the list include "helpLine", "Web Self Service", "Novomind", and "Salesforce".

- Fully functional application, which can be added to Service Console Case page layout to quickly find documentation regarding existing problem. It has a search field, pagination, ...

- the ability to post or email content of articles, attach, download and open documents related to the articles (presentations, PDF files, documents).



The image shows a screenshot of a Salesforce interface. At the top, there is a search bar and a navigation bar with "Cases" and "Ulmen.tv". Below this, there is a "Details" section for a case with ID "00001013". The case is titled "Umzug" and has a description "Guten Tag, ich ziehe in 3 Wochen um. Wie kann ich meine Adresse ändern?". Below the case details, there is a "Community" section with an "Email" button. The email content is visible, showing a login instruction: "Login zu 'MeinTelMo' auf der TelMo-Startseite (rechts oben). Sie können sich entweder mit Ihrer Kundennummer (8-stellig), Ihrer Telefonnummer oder Ihrer Email-Adresse einloggen. Im Bereich 'Meine Kundendaten' wählen Sie den Menüpunkt 'Persönliche Daten ändern'." Below the email content, there is a "Attachments" section with a "Send Email" button.

# SABIO: App Development

## Advantages

- Configurable application – settings can be changed dynamically
- Lightweight application – all delays are regarding to the REST request and response time
- Error handling – the support agent is always able to understand the error
- UserFriendly interface – Lightning Experience styles



“CloudWharf helped us to deliver a pitch perfect app in a very short time. Our customers love it because it works fast and reliable and is very intuitive to use.”

Alexander Holtappels  
Owner/ CEO at SABIO GmbH

The screenshot displays the SABIO application interface, which is designed to look like a Salesforce Lightning Experience page. It is divided into several sections:

- Connection Parameters:** A red box highlights an error state: "Connection parameters is not correct!". Below it, fields for URL (https://telmo.sabiosoio.sabio.de), realm (sabio/services), and Auth Key are shown. A "Test connection" button is present.
- Successful Connection:** A green box highlights a success state: "Connection succesfull!". The same URL and realm fields are shown, but the "Test connection" button is disabled.
- Case Detail View:** The main interface shows a case for "Umzug" (Move) with details like Case Number (00001013), Status (New), and Priority (Medium). It includes sections for "Additional Information", "System Information", "Solutions", "Open Activities", and "Activity History".
- Right Sidebar:** A list of "SABIO" articles or updates, such as "Adresse ändern", "SEPA Migration auf einen Blick", and "Vorgehen zur Störungsbehebung im Ticket-Tool".



We move your business to the cloud!



## About CloudWharf:

CloudWharf is a Salesforce registered consulting and ISV partner, based in Munich, Germany.

Services offered by Cloudwharf include initial implementation of Salesforce solutions, integration with other business systems, custom Salesforce development, User Training and more.

## Konstantin Teplinskiy

*Co-founder & CEO*

Email: [teplinskiy@cloudwharf.com](mailto:teplinskiy@cloudwharf.com)

Phone: +49 172 4599 424

