SABIO CONSUMER API

CREATE ONCE, SHARE MANY TIMES

SABIO takes knowledge from across the enterprise and bundles it in a software solution
– making knowledge management fast and easy.
With the SABIO Consumer API, you get a scalable, high-performance solution for
displaying content from the SABIO system on external websites or apps.

Manage content: Manage internal and external content with a single system.
With our granular permissions management system, each user
sees only what they are intended to see.

Update content: Content is maintained exclusively in SABIO and can then
be published to websites or apps as often as desired
– and it's always uptodate.

Get feedback: External users can rate your content and provide valuable
feedback. The intelligent SABIO search feature learns from every
click and every rating that is submitted.

USE CASES

Web-Self-Service: Help your website visitors help
themselves by publishing your
SABIO content as FAQs.

Apps: Put SABIO content in your apps and
let your customers search the
knowledge base.

Intranet: Give your employees information they
need frequently and urgently.

BENEFITS

- Reduce the number of customer service calls and written inquiries

- Higher customer satisfaction thanks to consistent and right answers

- Maintain internal and external content once, publish to all channels

- Constant monitoring of content via reporting and feedback features

- Scalability with consistent, fast access times

REQUIREMENTS

The SABIO Consumer API complies with existing web
standards which makes it easy to integrate.