Sabre Connect v2.0
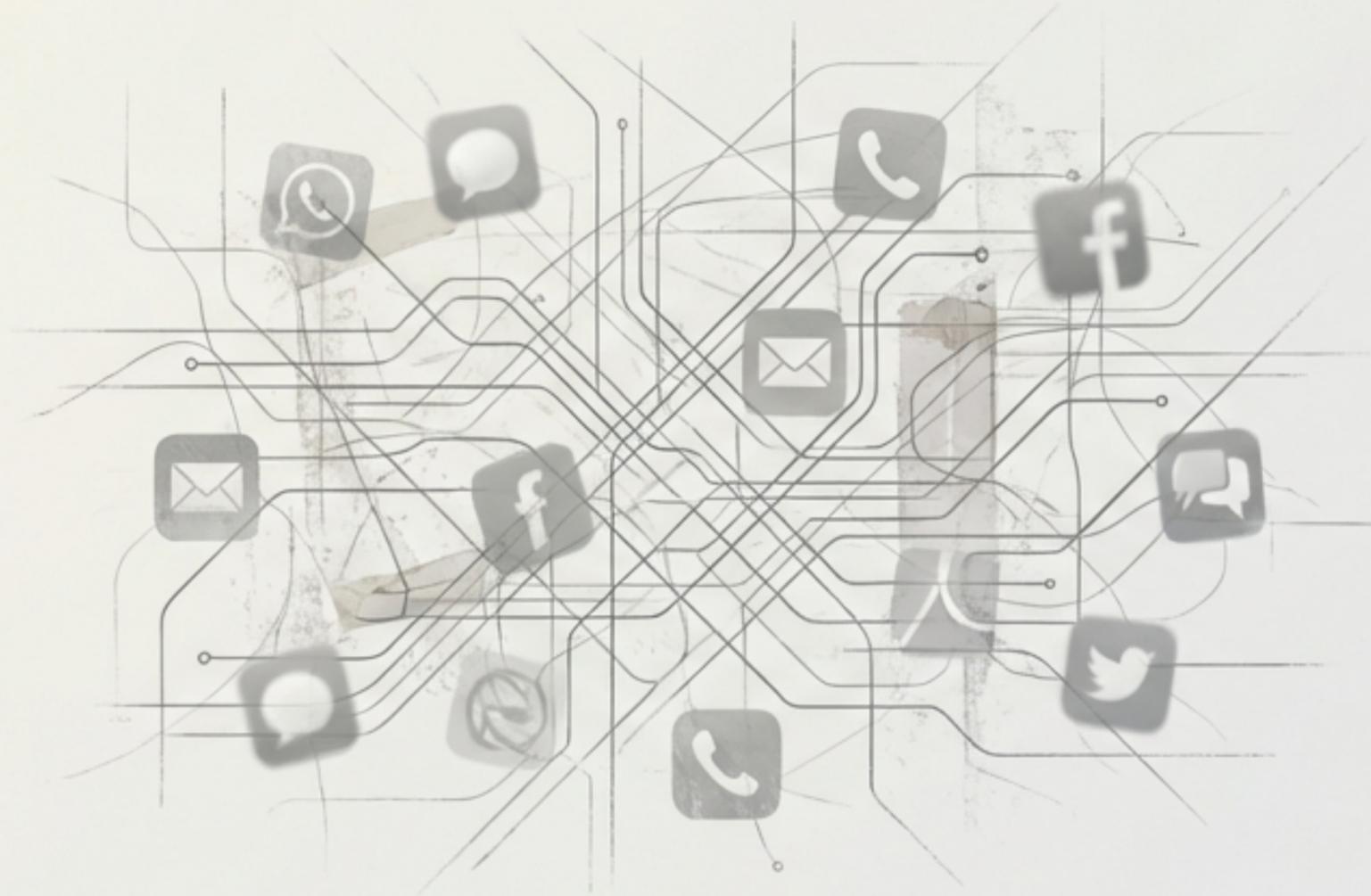## One Inbox. All Channels.
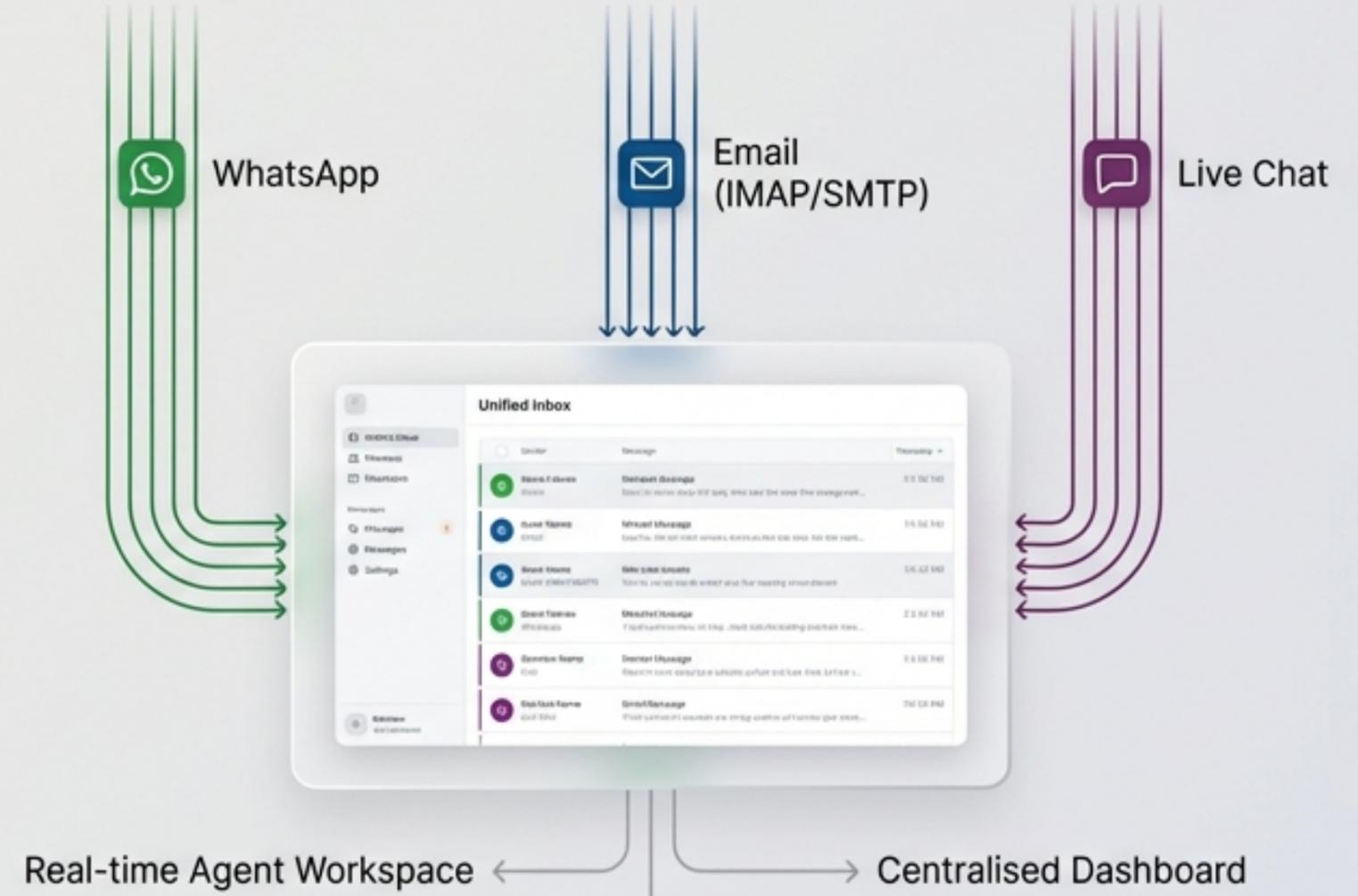
A unified communications platform featuring multi-company management, white-labelling, and secure SSO built for B2B scale.

Built by Sabre Products • Developed by 247 Technologies.

Bringing Order to Fragmented Communication

The Chaos

The Command Centre

WhatsApp

Email
(IMAP/SMTP)

Live Chat

Unified Inbox

Real-time Agent Workspace ← → Centralised Dashboard

Consolidate

Route WhatsApp, IMAP/SMTP Email, and website Live Chat into a single, real-time agent workspace.
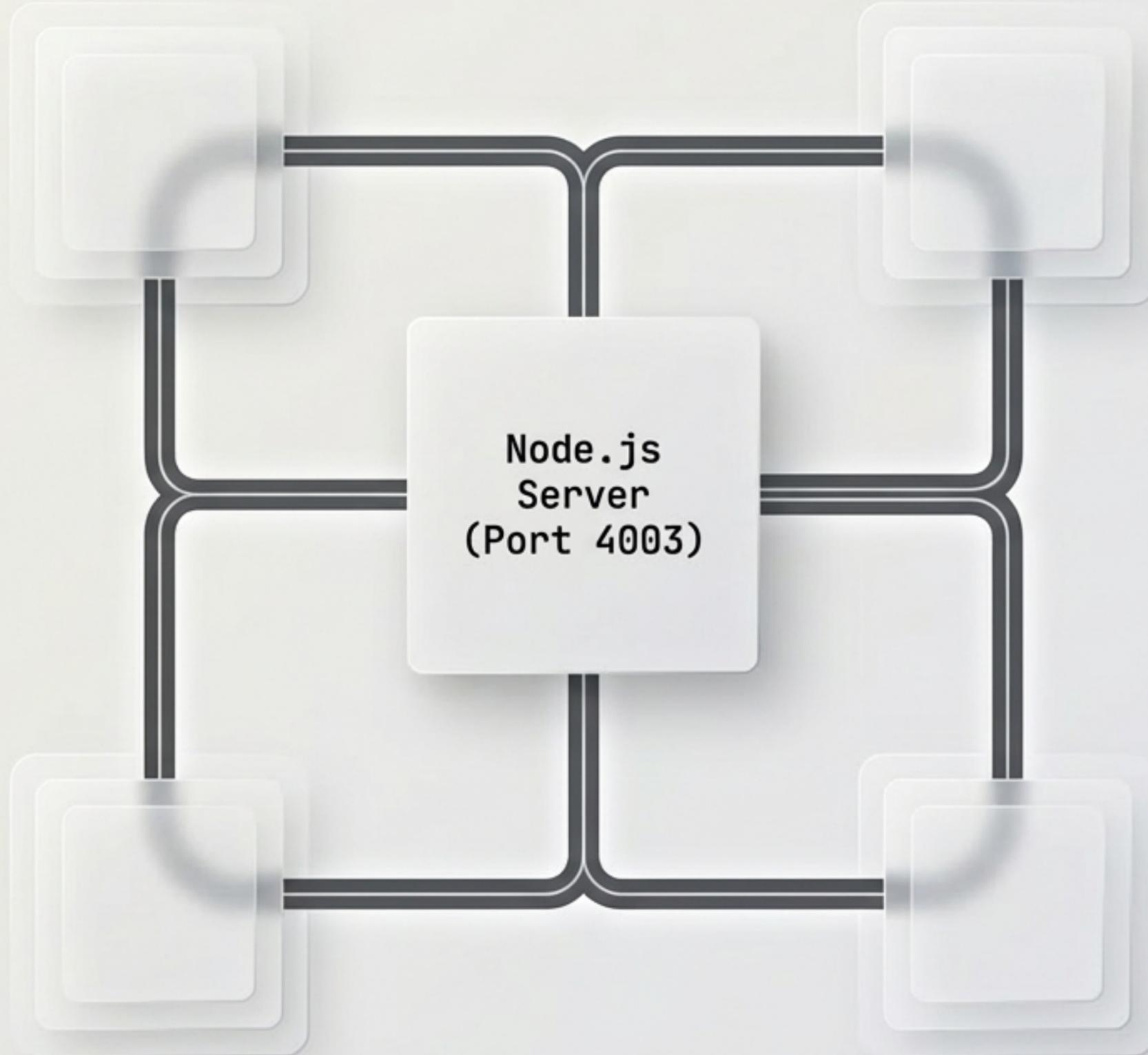
Manage

Oversee multiple client organisations, staff roles, and communication streams through a centralised dashboard.

Secure

Protect all data streams with strict database-level isolation, Sabre Identity SSO, and passwordless OTP.

Four Interfaces. One Unified Engine.

/connect
(The Agent Workspace)

React app powering the unified inbox with Socket.IO real-time sync.

/dashboard
(The Admin Control)

Management hub for staff, channels, templates, and multi-tenant hierarchies.

```
Node.js
Server
(Port 4003)
```

/chat (The Guest Widget)

Embeddable iframe/JS widget for website visitors; auto-creates contacts.

/api (The Backend Core)

Comprehensive REST API handling auth, webhooks, and core database operations.

The Agent Workspace: Real-Time Resolution

Live Presence

Socket.IO tracks and displays staff online/offline presence instantly.

Multi-Channel List

Visual badges indicate channel type (WhatsApp, Email, Chat) within a single threaded view.

Workflow Automation

Incoming messages automatically generate new contact records and trigger assignment workflows.

Asset Management

Drag-and-drop file and image sharing capabilities (up to 50MB payload limit).

The Channel Ecosystem

WhatsApp
`whatsapp-web.js`

Integration:

QR code pairing or Sabre Gateway API webhook.

Capabilities:

Bi-directional messaging, real-time sync.

Email
`Nodemailer`

Integration:

Full SMTP/IMAP protocol support.

Capabilities:

Threaded conversations, full history retention, send/receive testing.

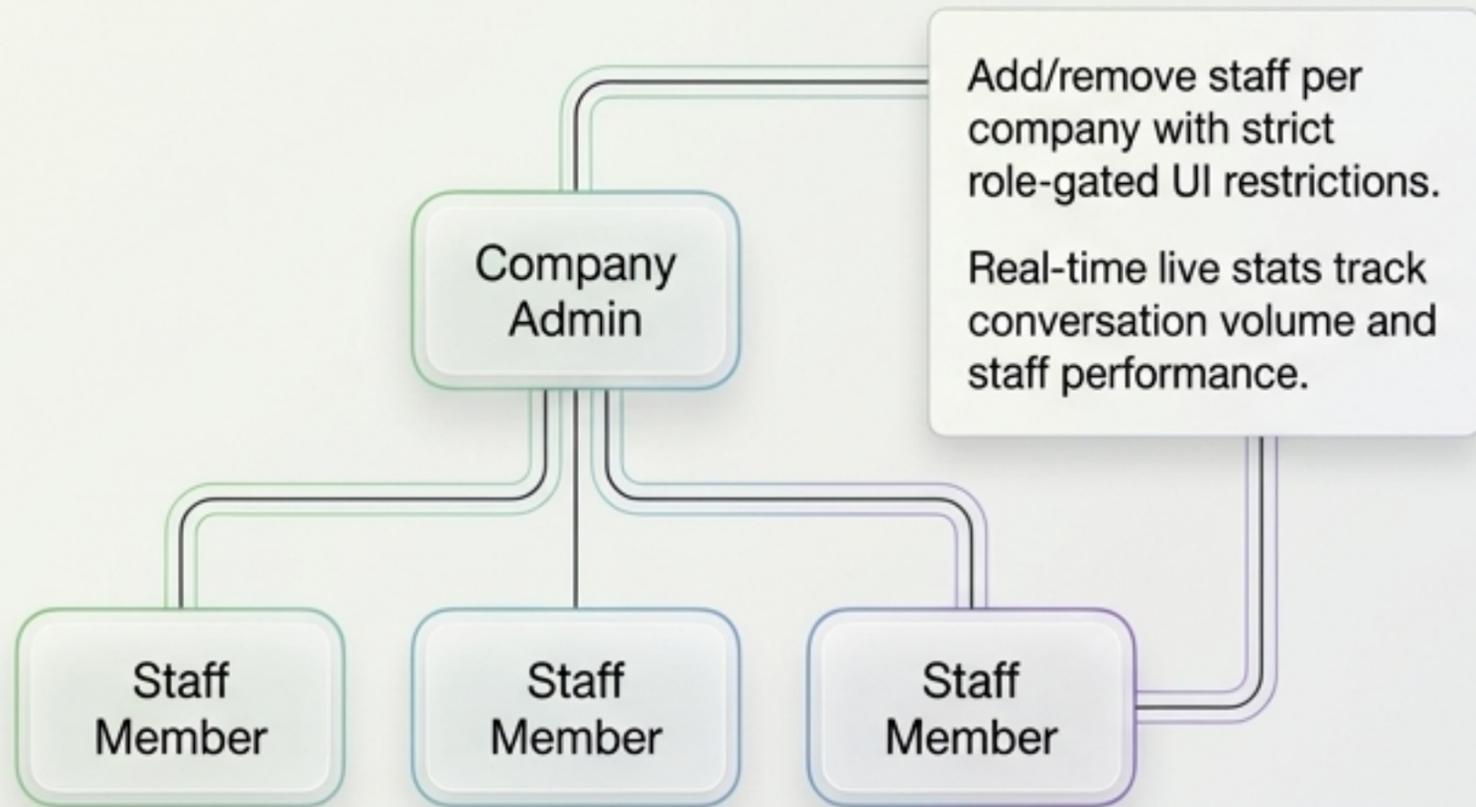## Live Chat
`Built-in Widget`

Integration:

Embeddable JS/iframe snippet.
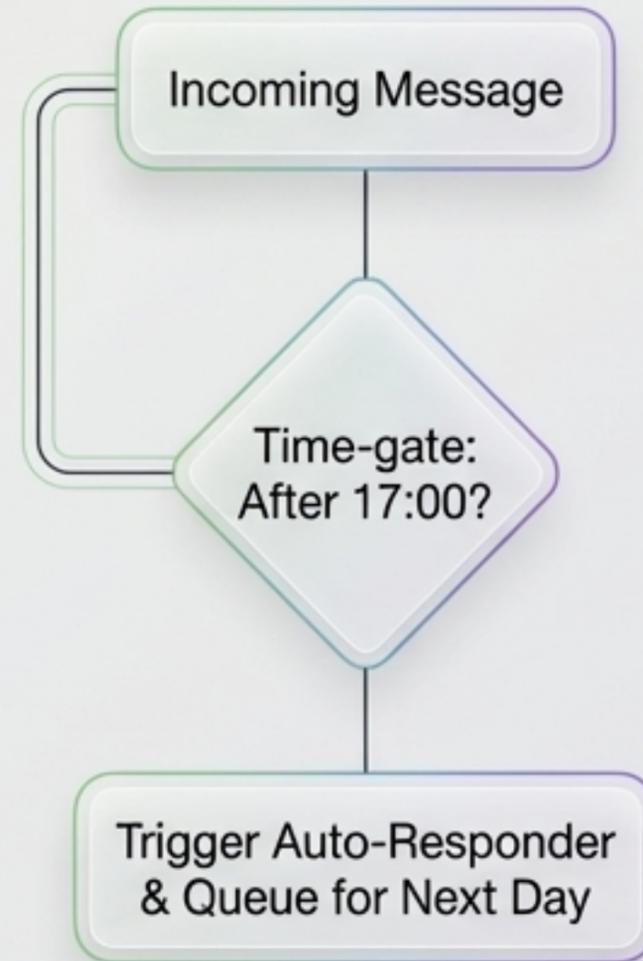
Capabilities:

Subject categorisation (Sales, Support, Billing), auto-contact creation, Socket.IO live typing.

Operational Control & Automation
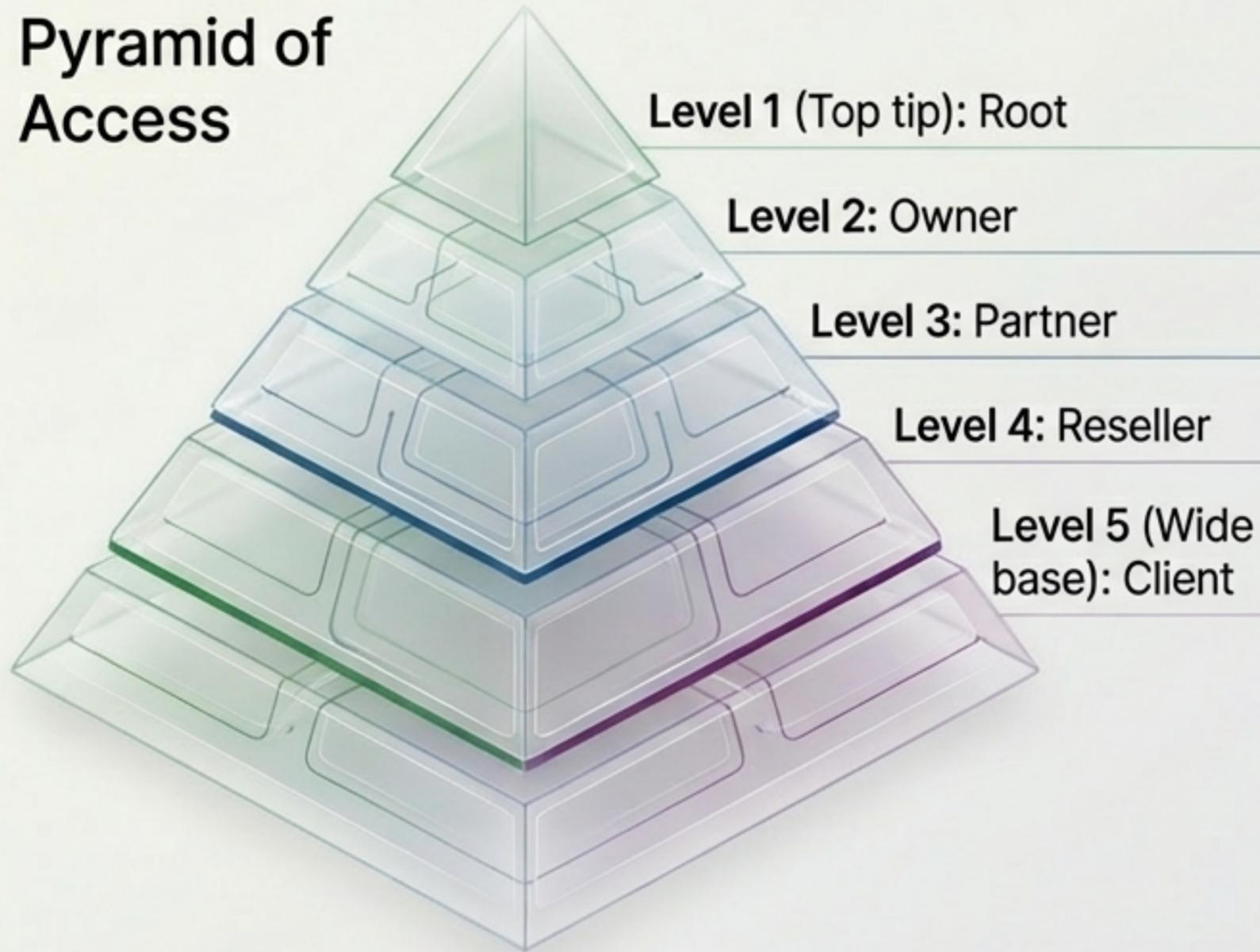
Team Management

Company Admin

Add/remove staff per company with strict role-gated UI restrictions.

Real-time live stats track conversation volume and staff performance.

Staff Member

Staff Member

Staff Member

Efficiency Tools

Incoming Message

Time-gate: After 17:00?

Trigger Auto-Responder & Queue for Next Day

- **Response Templates:** Company-scoped canned responses with keyboard shortcuts for rapid deployment.

- **After-Hours Automation:** Configurable business hours trigger automatic out-of-office replies with message queuing for next-day follow-up.

Multi-Tenant Architecture

Pyramid of Access

Level 1 (Top tip): Root

Level 2: Owner

Level 3: Partner

Level 4: Reseller

Level 5 (Wide base): Client

Hierarchy & Isolation

Root: Global system oversight.

**Owner:** Top-level organisational control.

Partner: Agency tier managing multiple clients.

Reseller: Sub-agency distribution level.

Client: End-user isolated workspace.

Strict Database-Level Isolation: All queries are heavily scoped by `company_id`. Contacts, channels, and conversations remain hermetically sealed per tenant.

The Partner Programme: Make It Yours

Brand Transformation

White-Label Engine

Default Dashboard

Customised Client Portal
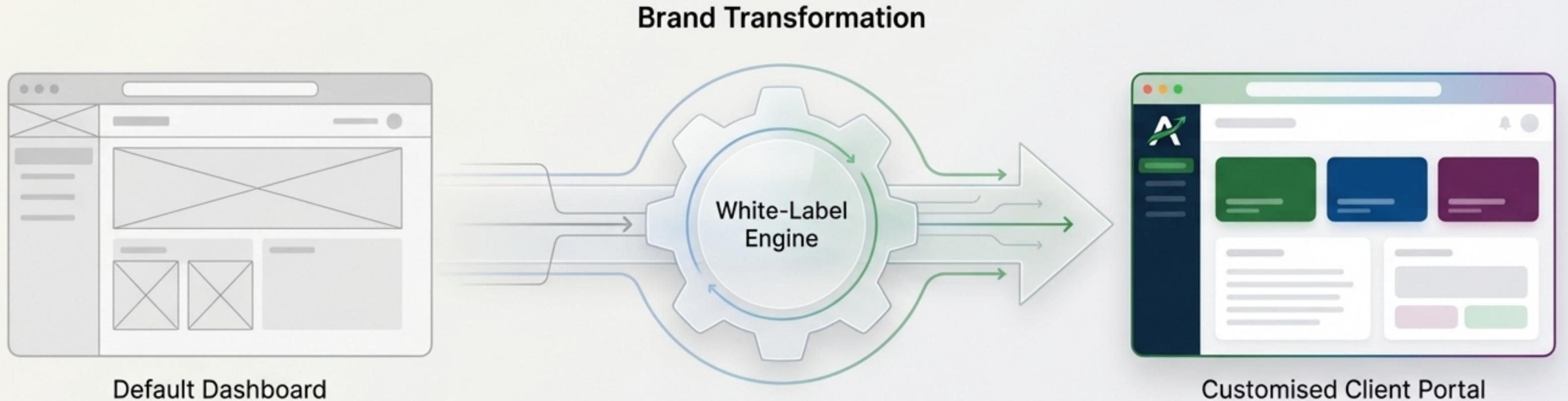
Complete Brand Control

Custom logos, bespoke primary/accent colours with live preview, and tailored support emails.

Infrastructure Mapping

Custom domain mapping via CNAME directly to connect.sabreproducts.com with domain-based white-label lookup API.

Impersonation Mode

Owners and Partners can seamlessly transition into client organisations to provide direct support, accompanied by a mandatory, clear UI audit banner logging the session.

Enterprise-Grade Security Stack

Shield
Layers
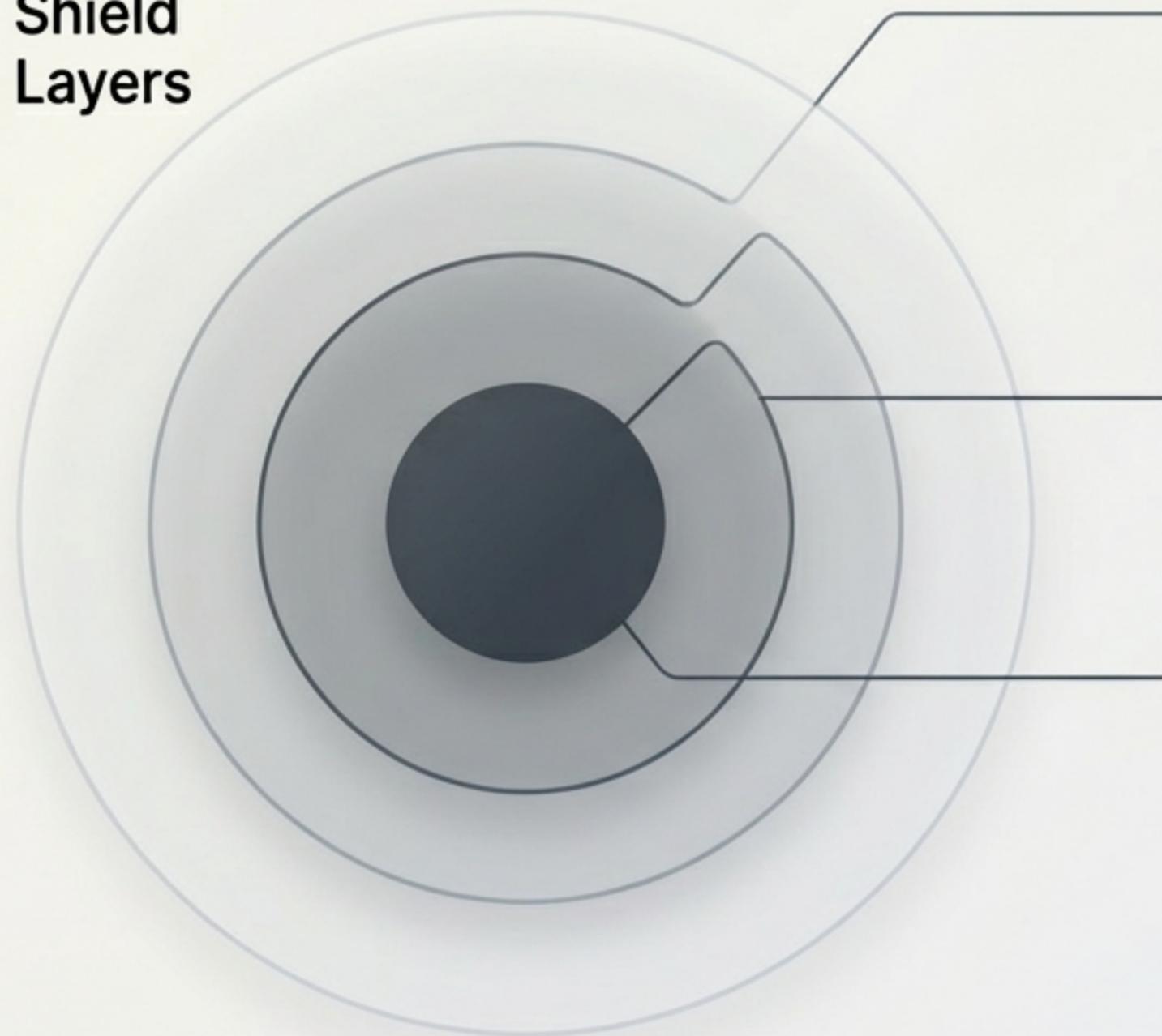
Access Layer

Sabre Identity SSO integration. Zero local password storage.
Passwordless OTP via Forest Green WhatsApp/Deep
Sapphire Blue Email. Cookie-based session management
(`httpOnly`, `sameSite`).

Application Layer

Strict role-gated UI. React auto-escaping for XSS protection.
CORS configuration. File type and 50MB size validation.

Data & Audit Layer

Parameterised queries preventing SQL injection.
Comprehensive audit trails tracking IP, User Agent, and exact
Impersonation start/end times with fraud pattern detection
hooks.

Under the Hood: The Engineering Engine

Tech Stack

Frontend
React with Vite,
Vanilla HTML/JS Widgets.

Backend
Node.js, Express.js, Socket.IO (AllCcocls),
Node.js, Express.js, Socket.IO (WebSocket), Multer.

Data
SQLite (via sql.js, Postgres-upgradeable).

Infra
Windows Service support (NSSM / node-windows),
Unified port 4003 routing.

```
POST /api/auth/otp/request

POST /api/conversations/:id/messages

GET /api/whitelabel/domain/:domain
```

API built for extensibility, secure routing,
and multi-tenant scale.

Transparent Scalability & Plan Enforcement

Starter
R299/mo

- 3 Team Members
- 1 WhatsApp Number 🟢
- 2 Email Inboxes 🔵
- 1 Chat Widget 🟣
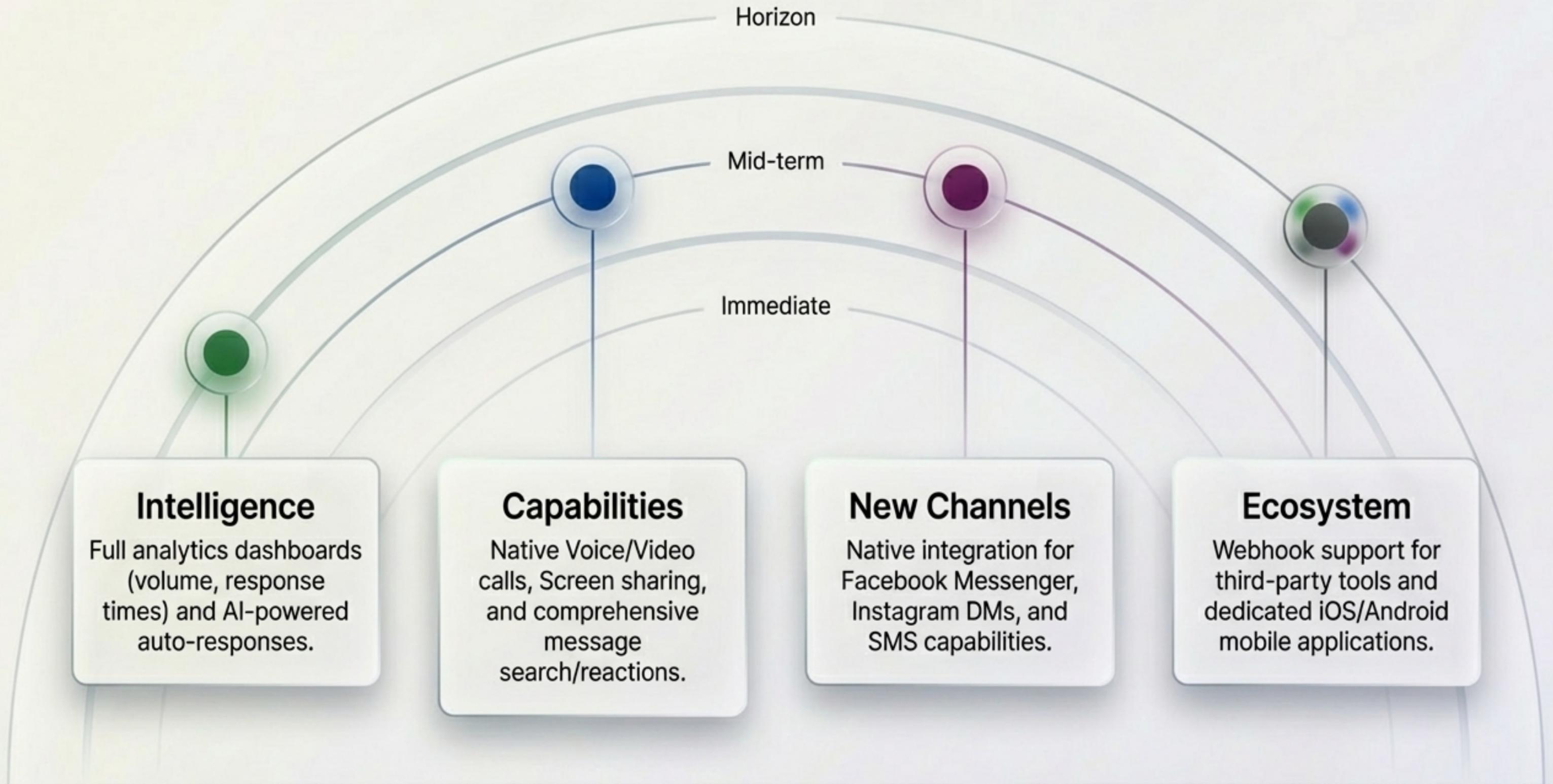
Professional
R599/mo

- 10 Team Members
- 1 WhatsApp Number 🟢
- 3 Email Inboxes 🔵
- 1 Chat Widget 🟣
- After-Hours Auto-Responder

Enterprise
Custom
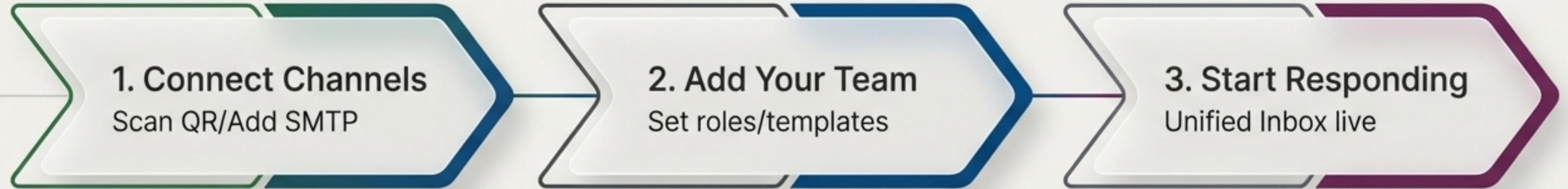
- Unlimited limits
- Multi-Company Hierarchy
- White-Label Branding
- Dedicated Manager

Enforcement Note: Limits are strictly enforced automatically via /api/account/status queries to Sabre Accounts. Prices include 15% VAT for South Africa.

The Innovation Horizon (v2.0+)

Horizon

Mid-term

Immediate

Intelligence
Full analytics dashboards (volume, response times) and AI-powered auto-responses.

Capabilities
Native Voice/Video calls, Screen sharing, and comprehensive message search/reactions.

New Channels
Native integration for Facebook Messenger, Instagram DMs, and SMS capabilities.

Ecosystem
Webhook support for third-party tools and dedicated iOS/Android mobile applications.

Deploy Your Command Centre

1. Connect Channels
Scan QR/Add SMTP

2. Add Your Team
Set roles/templates

3. Start Responding
Unified Inbox live

Regional Phone Lines

KZN: +27 31 101 3044
JHB: +27 11 461 6385
CPT/PE: +27 41 111 0010

Direct WhatsApp

+27 83 805 6861

Email Contact

sales@sabreproducts.com

Partnerships

Apply online for complete white-label access.