

Oracle® Hospitality OPERA
Software Description for OPERA Activity Scheduler
Interface
Version 5.1

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Preface

The objective of this document is to describe the functionality offered by OPERA Activities functionality. In particular, this document lists the features.

Audience

This document is intended for those who wish to interact with OPERA PMS System for guests' activities such as SPA, Restaurant, Golf, and other POS activities.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:
<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screenshots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at
<http://docs.oracle.com/en/industries/hospitality/>

Revision History

Date	Description of Change
2002	<ul style="list-style-type: none">• Initial publication
January 2018	<ul style="list-style-type: none">• Rebrand and update document format

1 OPERA Gateway Technology Platform

OPERA Gateway represents the next generation of interfacing technology for the OPERA suite of products. Primary and explicit design goals of this new class of interface include ease of installation and configuration as well as maintenance free daily operation. While this interface framework will work to ultimately increase the breadth and depth of functionality exposed, the core design precepts will be achieved by reducing platform and configuration options.

The product leverages Web Service technology. Using SOAP/HTTP as a transport protocol allows for seamless exchange of information between various applications. By focusing solely on SOAP/HTTP this platform embrace a widely accepted standard for exposing business logic, and in part shields all parties from the low level complexities of raw XML messaging. By providing carefully rendered documentation and exposing Web Services Description Language (WSDL) contracts, consumer and recipient systems will be able to use an incredibly wide variety of open source and for profit development tools to interact with OPERA.

The flexibility of the OPERA Gateway Platform solution allows customers to integrate new and existing legacy applications with OPERA via the ubiquity of loosely coupled web service framework. Easy access to partner software, various supported platforms and programming languages make this solution ever more appealing.

The OPERA Gateway team fully anticipates leveraging the effort already expended by all of the OPERA and OXI teams. Much of the core logic of this new interfacing framework is powered by application programming interfaces (API's) that already exist in each section of the OPERA suite of products. By adhering to this approach as much as possible, OPERA Gateway is not so much reinventing the wheel as finding new and innovative ways to make it roll!

2 Available For OPERA Activity Scheduler Interface (Concept Systems, Golfbooking)

Data Flow from OPERA to EAS

- Profile Lookup initiated by OPERA to EAS
- Profile Data Retrieval
- Profile Creation
- Profile Linkage Creation
- Profile Updates to EAS
- Activity Booking Lookup initiated by OPERA to EAS
- Out-of-scope Notifications

Data Flow from EAS to OPERA

- Profile Lookup initiated by EAS to OPERA
- Profile Data Retrieval
- Profile Creation
- Profile Linkage Creation
- Profile Updates to OPERA
- Reservation Lookup initiated by EAS to OPERA
- Reservation Retrieval in OPERA
- New/change Activity Notifications
- Location Notifications

Features Available

Activity & Profile Lookup Initiated from OPERA

Easy Access to External Database from within OPERA

- One click access to profile lookup form allows invisible, real-time integration with the external activity scheduling system.
- The profile lookup screen is pre-populated based on the context from within which it is accessed.
- Data is returned in real-time, with up to the minute changes in the external systems.
- In case of multiple matches, the user has the opportunity to choose the profile that he wants to import.

Profile Data Retrieval, Creation and Linkage

- The full OPERA profile can be pre-populated based on the data provided by the external system.
- The integrated match & merge feature (see Profile Matching below) ensures that profiles do not get duplicated.
- The OPERA profile is linked to the external profile thus allowing the two to be synchronized when changes occur.

Profile Updates to/from EAS

- When a profile is updated in either system, the updates get propagated in the other system.
- Includes Name/Address change and of course Activity booking changes.

External Activities Management from within OPERA

Fast One-Click Access

- Linked profiles are clearly marked in OPERA.
- OPERA users can see both activities belonging to the profile and those belonging to a reservation.
- If a profile is linked to a wrong profile on the external system, it can easily be unlinked, thus removing erroneous information from the OPERA DB and helping in keeping the data accurate.

Automatic Reservation Assignment

- When linking a profile, OPERA will smartly link the activities for the profile to any reservations belonging to the profile within the time frame of the activity.
- Allows a more accurate view of the guest's itinerary while he is staying at the property.

Out of Scope Notification

- When a guest cancels or otherwise changes a reservation, and this guest has activities within the reservation range, the External Activity Scheduler is kept up to date. This allows EAS users to confirm with their client if they want to cancel or re-book the activity.

Rich Set of Web Services

Standard Services Re-Usable Across all OG Platform Interfaces

- Allows for one point fixing of issues that cascade to all OG interfaces.
- New functionality can be added from one central location.

Name Service

- Allows the external interface to manage profiles within OPERA.
- External interface systems can Lookup and Fetch profiles from within OPERA.
- External interface systems can Update/Subscribe/Add OPERA profiles.

Activity Service

- Allows the external systems to manage Activities (i.e.: bookings) within OPERA.
- External interface systems can Update/Subscribe/Add bookings that it has sent to OPERA.

Reservation Service

- Allow the external systems to query reservation information about the guest.
- Allows the external systems to remotely access a multitude of information, thus allowing them to better manage their guests.

Profile Matching

- A sophisticated method of matching and merging profiles.
- Internal entry criteria are designed to take the first hurdle in profile matching.
- Once a profile has passed this entry point, merge rules can be defined for single columns or combinations of columns based on a point weighing system. An extensive list of columns allows customers to set up merge rules exactly to their needs.

OXI Features Supported for Increased Functionality and Integration

Profile Query

- When profiles are queried by the external system, the queries are passed through the OXI profile query engine.
- Leverages pre-existing code and ensures consistency across the broad spectrum of interfaces supported by OPERA.
- Allows lightning fast, optimized information retrieval and predictable accurate data.

Interface Configuration

Interface Defaults

- Defaults can be set individually by external system.
- A maximum set of defaults by module group is available.

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- Module groups are reservations, profiles, rates, blocks, and others.
 - Setting of defaults for external system and OPERA. The OPERA defaults contain a list of configured OPERA values and are validated to avoid false data entry.

Conversion Codes

- Conversion tables can be selected individually by external system.
- Users can choose from a maximum of conversion tables possible for data transmission in both directions.
- OPERA conversion values contain a list of configured OPERA values and are validated to avoid false data entry.
- Default for OPERA and external system conversions can be set in case a multiple-to-one conversion is used. Such a conversion where one code needs to be converted into two or more on the other side is only recommended for 1-way interfaces.

License Codes

- The OXI license codes can be entered and activated here.
- In case of a 2-way interface, the external system can be activated from here as well.

Interface Utilities

Export/Import

- Facility that allows the creation of a configuration script from a currently configured interface, which can be imported into a newly created interface. This can also be utilized to create an OXI standard shell used for all properties within a hotel chain. The configuration script contains all configured communication details, defaults, conversions, parameter settings, and profile matching settings of the exporting interface ID and property.

Copy Conversion

- Tool that allows conversion details to be copied from the OPERA database into the selected conversion tables of the interface. This decreases the time spent on the setup of lengthy conversion tables in OXI.
- Validation and correction tools are offered to verify if current OXI conversion details are in sync with OPERA table contents.

Interface Running and Maintenance

Start and Stop Service

- The interface provides a Web Based control module that allows the starting and stopping of the interface remotely by those authorized.

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- Self-corrective error processes ensure that data is always sent and received successfully. When for any reason, the communication is interrupted, the data remains safely inside the database.

Log Screen

- Users can remotely view the status of messages transmitted to and from OPERA.
- Messages are organized in folders representing one full 24-hour day.
- The log is self-cleaning. The user can specify how far back he would like to keep the logs.
- View of the original external system message format and the XML format of each message. This can be linked to a file editor of choice.
- Print/save/export of the XML message through the editor is possible.
- Direct view of error and warning messages.

Functionality Description

The user performs a lookup in the External Activity Scheduler (EAS).

He is provided by several matching profiles, found in EAS.

He selects the correct profile. At this point, OPERA queries a full profile from EAS and, using its built in match and merge functionality, links the OPERA profile to the one in EAS. From now on, any modifications in either system will get transmitted to the other, keeping the data synchronized.

We see that OPERA has found a matching profile and linked it rather than creating a new duplicate one.

At this point, OPERA displays the linked Profile. The 'Activities' lamp at the bottom shows that this profile has external bookings.

We can access them by clicking on the lamp itself.

We can print PDF report. (This also applies on the reservation activities)

But what happens if we linked the wrong profile? The unlink button allows us to unlink it. Thus effectively removing any external bookings from this profile as well as any reservations. We can then start over with a clean slate.

A reservation is created for the linked profile. It is evident from the screen, that this profile has external activities. All activities within the date range of the reservation are automatically linked to it.

This is also evident on the Reservation Lookup screen.

By clicking on the 'Activities' lamp, we can access the screen directly. We see below, that one golf reservation has been attached to the stay reservation of this client.

Should the client cancels or reschedules his/her reservation; we need to inform EAS that the external bookings may have to either be canceled, or at very least, rescheduled. The OPERA user can specify whether EAS needs to cancel the activities or contact the client for possible rescheduling.

Maintenance

Easy remote monitoring of the interface allows user to start/stop/restart the interface from within a browser. This is very effective for support because the interface machine does not have to be accessed directly (through PC Anywhere for example). This saves time and resources.

There are several configuration parameters. The connection parameters display OK in this case. This means that the database is up and running. If for any reason, the interface loses database connectivity, the exact error message will be displayed instead.

This screen can be configured to allow only authorized users access.

Complete logging functionality allows for easy debugging. It contains as much information or as little as the user desires. Logs are self-cleaning and can be kept for as long as desired although the default is 14 days.