

Oracle® Hospitality OPERA Cloud Gaming Integration User Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Preface

Oracle Hospitality OPERA Cloud Gaming Integration users are authorized to access the following modules and features:

- Oracle Hospitality OPERA Cloud Gaming Integration

Purpose

This guide describes the required prerequisites and configurations that enable OPERA Cloud to communicate with your PTS.

Audience

This guide is intended for customers and partners who use Oracle Hospitality OPERA Cloud Gaming Integration.

Customer Support

To contact Oracle Customer Support, access the Customer Support Portal at the following URL:

<https://iccp.custhelp.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
- 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/>.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc=docacc>.

Revision History

Date	Description of Change
February 2024	Initial publication

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Overview

The OPERA Cloud Service Casino and Gaming Management component or Gaming Integration is an add-on to OPERA Cloud Services to enable integration with your Patron Tracking System (PTS).

The supported operations depend on your Patron Tracking System (PTS), but generally there are two types of operations supported:

CRM Operations

Customer Relationship Management (CRM) enables you to query or push the available player information in your PTS directly from OPERA Cloud and consists of the following operations:

- Player Lookup to search for a player in the PTS. This can be done using the first and/or last name.
- Player Download to save specific player information in OPERA Cloud.
- Player Statistics to see (in OPERA Cloud) the statistics of the player saved in the PTS.
- Player Enrollment to enroll the guest in the PTS system as a player.
- Player Offers to validate if an offer in the PTS is valid for that player for a specific reservation.

Cashier Operations

Cashier operations enables you to post comps to your PTS from OPERA Cloud and consists of the following:

- Comp Redemption — Enables you to send redemptions to one of the pre-configured buckets (or account types) in your PTS. The current balance of the pre-configured buckets will appear in OPERA Cloud. You can also reverse a redemption that has been redeemed.
- Comp Posting — Enables you to post discretionary comp transactions to the PTS from the guest's OPERA Cloud folio. You can reverse these postings if needed.

This guide describes the required prerequisites and configurations you must follow to enable communication between OPERA Cloud and your PTS.

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Summary of the Operations

Table 2-1 Summary of Operations























Operation	IGT ADI	Aristocrat Oasis
Player Enrolment		
Player Lookup		
Player Download		
Player Statistics		
Player Offers		
Profile Update to PTS		
Profile Update from PTS		

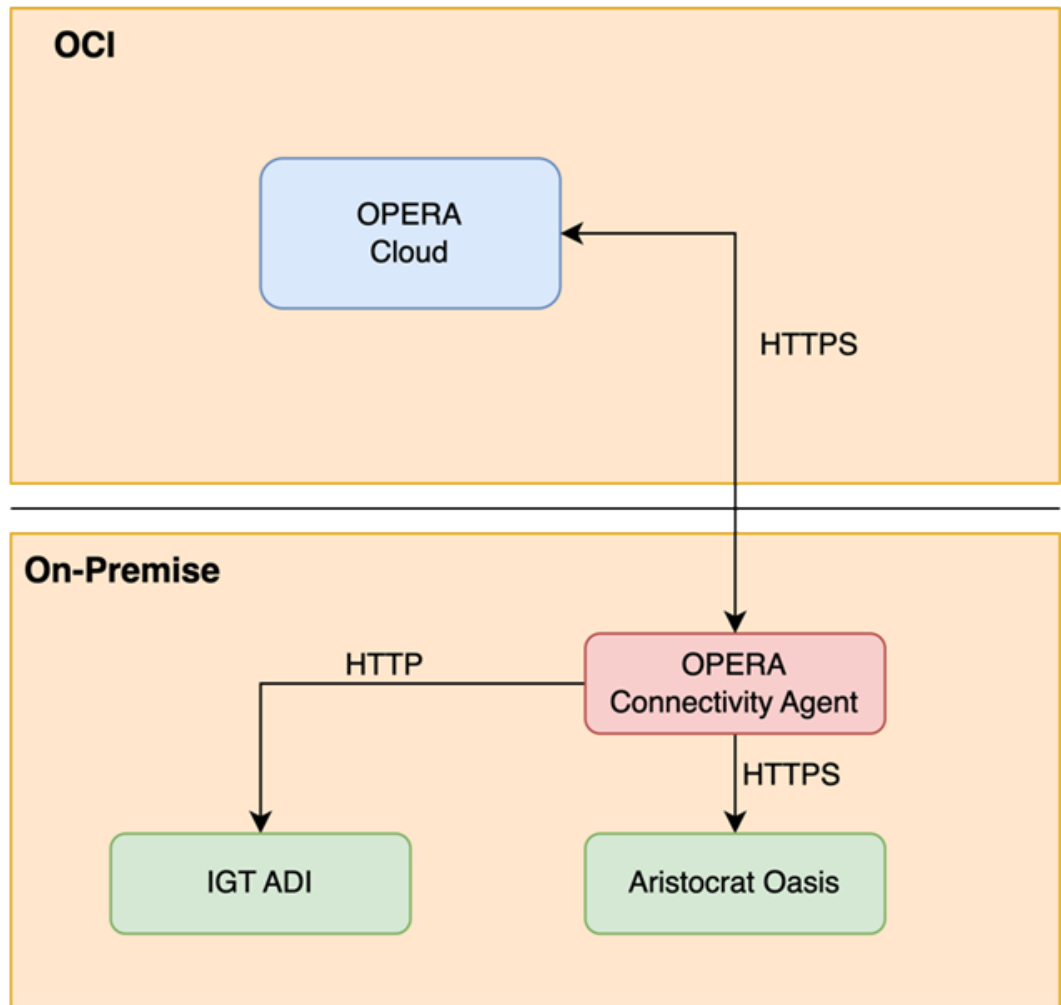
Table 2-1 (Cont.) Summary of Operations

Operation	IGT ADI	Aristocrat Oasis
Reservation Notifications		
Comp Posting (with reverse)		
Comp Posting (with reverse and generates)		
Comp Redemption (with reverse)		

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High Level Architecture

This diagram depicts the integration between OPERA Cloud Services and on-premise Patron Tracking Systems (PTS) that are connected by the OPERA Connectivity Agent.



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Prerequisites

Application Versions

To use the Gaming Integration component, you must comply with the minimum required versions indicated in the table below:

Table 4-1 Application Versions

Application	Minimum Version	Comments
OPERA Cloud	22.5	This is the minimum version supported for gaming integration.
nConnect	1.8.4	Only applicable if your PTS is provided by Aristocrat.
ADI	8.X	Only applicable if your PTS is provided IGT.

System Requirements

When integrating two different applications where one application runs in the cloud and the another runs on-premise, there are some infrastructure and networking requirements that must be met to allow enable this cloud to on-premise integration.

Because OPERA Cloud runs in OCI (Oracle Cloud Infrastructure) and your PTS is predominantly running in your datacenter (either directly or via a hosting agreement), you must have your datacenter configured to enable OPERA Cloud to invoke APIs from your PTS that are unavailable through the internet.

The Oracle Hospitality Connectivity Agent for Gaming Integration is software developed by Oracle to run on your infrastructure. It is responsible for the integration between OPERA Cloud and your on-premise Gaming PTS. This Connectivity Agent for Gaming Integration is software developed by Oracle to run on your infrastructure.

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Oracle Hospitality Connectivity Agent

JDK Version, Operation System, and Heap Size Requirements

Install and use JDK version 17. To install this version, go to the [JDK Development Kit 17.0.9 downloads](#) page.

The JDK installation can be shared with other products installed on the same host. However, ensure the JDK installation is not modified for use with these other products. Also, to avoid having JDK v17 updated to another version, ensure your host does not have automatic updates for JDK.

Use one of the following operating systems:

- Oracle Linux 6.x
- Oracle Linux 7.x
- Oracle Linux 8.x
- Red Hat Enterprise Linux 6.6
- Red Hat Enterprise Linux 7.x
- Red Hat Enterprise Linux 8.x
- Suse Linux Enterprise Edition 12 SP2
- Microsoft Windows Standard Edition 2016
- Microsoft Windows 2019



Note:

IBM or Open JDK are not supported.

Provide a minimum of 8 GB memory with 4 GB of heap size dedicated for the agent JVM. If you want to include any additional processes on that host besides the on-premises agent, it is strongly recommended that you increase physical memory to a value greater than 8 GB.

Networking Requirements

Since this agent is (from a networking perspective) connected to both your on-premise Gaming PTS and OPERA Cloud, the machine on which this agent is deployed must have internet outbound connectivity and connectivity to your Gaming PTS. There is no need for internet inbound connection as all interactions between this agent and OPERA Cloud are always from the agent to Oracle's cloud. Never the other way around.

In regards to the on-premise Gaming PTS system, there must be network connectivity between this agent and the PTS system. This does not mean both must reside on the same subnet, but only requires network connectivity between the two.

This connectivity agent should not be deployed on your DMZ.

Depending on your Gaming PTS vendor, the agent either uses port 80 or port 443 and all traffic is done using HTTPS protocol. Contact your Oracle team for further information.

Backup and Antivirus Information

Oracle does not provide support for customer backups or antivirus. If this agent must be included as part of a backup strategy, the entire agent folder must be considered for that purpose. It is not required for agent folders to be excluded from antivirus configurations.

Patching and Updates

There is no need for you to do any patching or updates for this agent. OPERA Cloud installs patches and updates for the agent in a fully automated manner.

High Availability Mode

To ensure that connectivity between OPERA Cloud and your PTS is not disrupted, it is highly recommended that you install the agent in 'High Availability' mode. High Availability mode means having two agents with the same configuration on two different (virtual) machines.

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Gaming Integration Configurations

Complete these configurations to enable gaming operations between OPERA Cloud and your PTS.

OPERA Cloud Controls

For gaming system operations to work with the external PTS system, the following OPERA Cloud modules must be active:

OPERA Membership

- Function Enrollment with system **GAMING** added to it (other systems can also exist).
- Setting **Default Membership Type** to the membership type you created as described in [Membership Management](#).

OPERA Comp Accounting

- Function **Comp Request** must be active.
- Function **Comp Types** must be active.
- Parameter **Comp Accounting Integration Service** must be active.
- Parameter **Comp Redemption** must be active (only if using Aristocrat Oasis).
- Parameter **Generic Comp Membership Number** must be active.
- Parameter **PTS Membership Type based Comp Routing** must be active.
- Parameter **Player Statistics** must be active.
- Setting **Default PTS Membership Type** to the membership type you created as described in [Membership Management](#).

OPERA Profile

- Functions **Profile Lookup** → **Default External System for Lookup** set to **External System** with the same name as the Outbound Configuration you created as described in the OPERA Cloud Outbound Configuration topics. For more information, see [Outbound Configuration for Aristocrat Oasis](#) and [Outbound Configuration for IGT](#). This External System must be flagged for Loyalty.
- Functions **Profile Lookup** → **External Lookup Behavior** set to **FORCE**.
- Functions **Profile Lookup** → **Profile Types for Lookup** set to **Company, Individual, Group, Source, and Travel Agent**.

For details on how to access and configure OPERA Controls, refer to [OPERA Controls](#) in the OPERA Cloud Services documentation.

Membership Management

For details on completing the following configurations, refer to [Guest Loyalty Programs](#) in the OPERA Cloud Services documentation.

Membership Class

To properly use these gaming operations, you must have a membership class flagged as "Loyalty Program." For details on creating membership classes, refer to [Configuring Membership Classes](#) in the OPERA Cloud Services documentation.



Note:

Only one membership class can be flagged as "Loyalty Program."

Figure 6-1 Membership Class Screen

Membership Class

* Required Field		
Code PTS	* Description PTS Gaming Class	Sequence - 1 +
<input checked="" type="checkbox"/> Loyalty Program ?	<input type="checkbox"/> Frequent Flyer ?	

Membership Type

To execute gaming operations with the IGT system, you must create a PTS membership type with the name "PTS."



Note:

The name of this Membership Type must be entered exactly as "PTS."

For details on how to create a membership type, refer to [Configuring Membership Types](#) in the OPERA Cloud Services documentation.

For the membership type details:

1. Mark the membership as **Primary**.
2. Mark the membership as **Centrally Managed**. Only one membership type can be centrally managed.
3. Select the membership class you previously created.

Figure 6-2 Membership Type Details Screen

For the Membership Handling:

1. Set the External Database to the one with the same name as the outbound configuration that you previously created.
2. Set Membership Action to **Auto Attach** and select **New Reservation**.

Figure 6-3 Membership Handling Screen

For Card Number Details:

1. Deselect **Expiration Date Required**.

Figure 6-4 Card Number Details Screen

Membership Levels

Once the membership type is configured, add your Membership Levels to this Membership Type. The values on the below image is just for illustration purposes. Your Hotel/Casino will have its own Membership Levels already defined by the business.

Figure 6-5 Membership Levels Screen

Code	Description
7STARS	Seven Stars
DIAMONDE	Diamond Elite
DIAMOND	Diamond
EMERALD	Emerald
BLACK	Black Plus
PLATINUM	Platinum

Rate Management

Promotion Codes

To fetch offers from a PTS system while creating reservations, you must create promotion codes in OPERA Cloud. These promotions must have the same information (code, start and end dates) as the existing offers in the corresponding gaming system.

These promotions will later be redeemed in your PTS system at guest check-out via the Comp Posting operation. The promotion will automatically route from the guest's folio to a comp window when the reservation is created.

For details on creating promotion codes in OPERA Cloud, refer to [Configuring Promotion Codes](#) in the OPERA Cloud Services documentation.

Gaming Vendor Specific Configurations

Aristocrat Oasis

The following operations are supported as part of this gaming integration product. Only the operations listed below are currently supported.

- Profile Lookup (by first and last name and membership ID)
- Profile Download
- Player Enrollment
- Player Offers Search
- Player Statistics
- Comp Posting (including reverse)
- Comp Redemption (including reverse)

Required Information

To invoke the nConnect APIs from OPERA Cloud, you must provide the following nConnect OAuth credentials:

- URL for Identity Server
- Client ID
- Client Secret
- URL for nConnect Server
- Username and Password
- Scope

The integration between OPERA Cloud and nConnect uses the following APIs with their required permissions. nConnect requires these permissions to successfully execute the operations (see list of operations above).

Table 6-1 APIs

API	Method	Permission
/api/v1/ PlayerInfo/	POST	AddPlayerPermission
/api/v1/ PlayerInfo/	GET	GetPlayerPermission
/api/v1/ PlayerInfo/ {PlayerID}/ Statistics	GET	GetPlayerStatisticsPermission

Table 6-1 (Cont.) APIs

API	Method	Permission
/api/v1/ PlayerInfo/ {playerId}/ MarketingCouponsWithPlayerID	GET	GetPlayerMarketingCouponsPermission
/api/v1/ PlayerInfo/ {playerId}/ Accounts/ AccountType/ {accountType}	GET	GetPlayerAccountBalanceByAccountTypeIdPermission
/api/v1/ PlayerInfo/ {playerId}/ Transactions	POST	AddPlayerTransactionPermission
/api/v1/ PlayerInfo/ {{playerId}}/ Accounts	GET	GetPlayerAccountBalancePermission

For further details on nConnect (or Aristocrat Oasis) configurations, email your Aristocrat point of contact or your Oracle Hospitality point of contact.

Comp Accounting

Comp Redemption Codes

Comp Redemption Codes are required to execute the cashier operations in Comp Redemption. These codes correspond to the account types in Aristocrat Oasis.

Create the following codes in OPERA Cloud to redeem transactions in all available account types in Oasis.

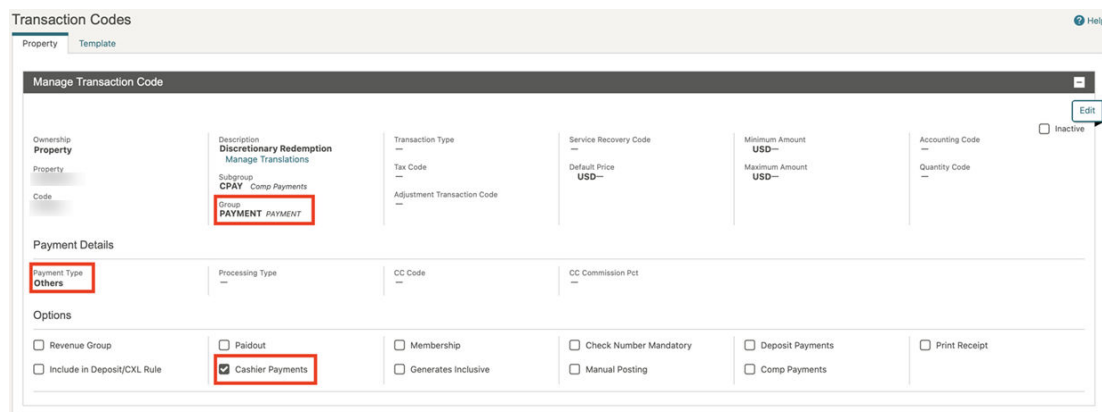
Table 6-2 Comp Redemption Codes

Code	Description	Transaction Code
2	Comps	55903
3	Cash	55904
4	Promo	99500
5	Discretionary	99502

You can configure any transaction codes in OPERA Cloud and associate them to these Comp Redemption Codes if the following conditions are met:

- Transaction Code group is 'PAYMENT'
- Transaction Code payment type is 'Others'
- Transaction Code is marked for 'Cashier Payments'

Figure 6-6 Manage Transaction Code Screen

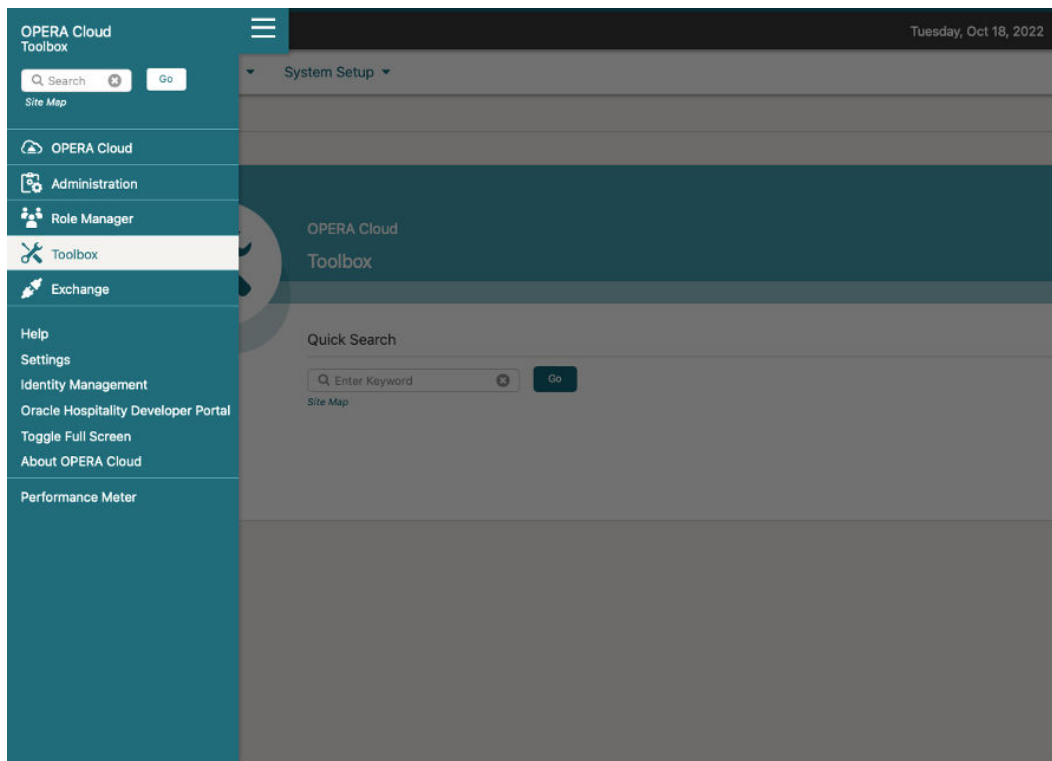


OPERA Cloud Outbound Configuration for Aristocrat Oasis

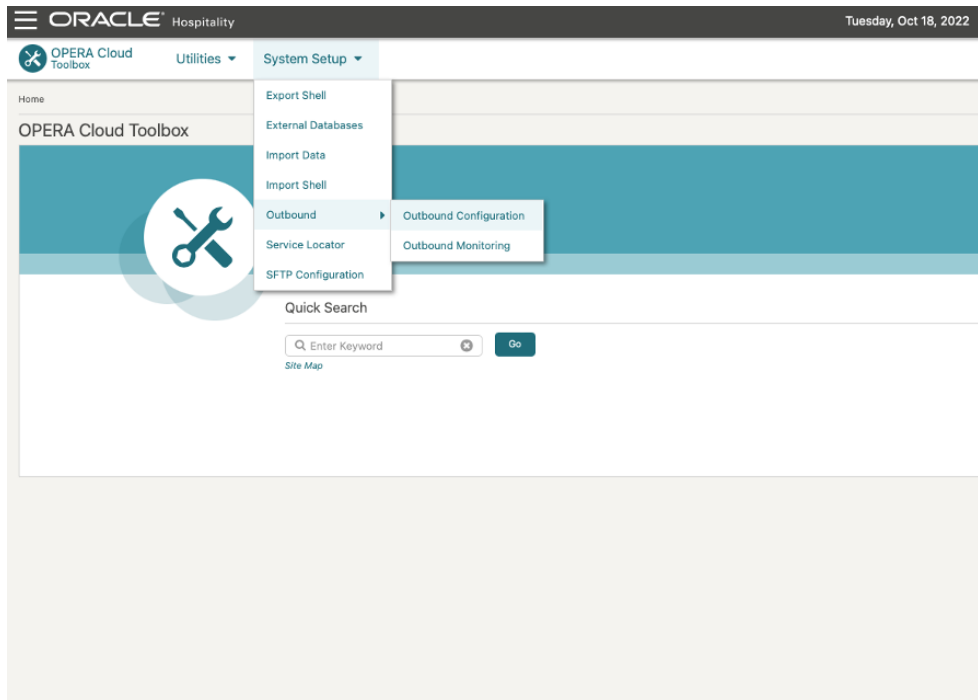
A new outbound system configuration is required for OPERA Cloud to connect to nConnect.

Follow the below steps to set up the Outbound Configuration in OPERA Cloud. For additional details on creating an outbound configuration, refer to [Configuring Outbound Systems](#) in the OPERA Cloud Services documentation.

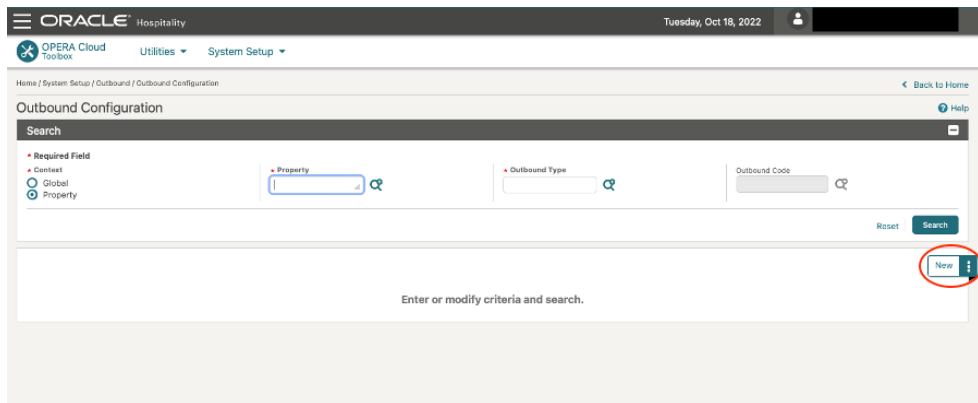
1. Log in to OPERA Cloud and click the **vertical ellipsis** and select **Toolbox**.



2. Select **System Setup**, select **Outbound**, and then select **Outbound Configuration**.



3. Select the **Property** and then click **New** to set up the new Outbound Configuration.



The screenshot shows the 'Outbound System Configuration' page in the Oracle Hospitality OPERA Cloud System Setup. The page is divided into several sections:

- Required Field:** Includes a search bar and an 'Inactive' checkbox.
- Context:** Radio buttons for 'Global' and 'Property'.
- Property:** A search bar for selecting a property.
- Outbound Type:** A search bar for selecting an outbound type.
- Outbound Code:** A text input field.
- Outbound Description:** A text area for providing a description.
- Authorization Type:** A dropdown menu with 'OAUTH' selected.
- Service Account:** Text input fields for 'your username' and 'your password'.
- Service Account Key:** A text input field.
- OAuth Token Url:** A text input field.
- Grant Type:** A dropdown menu with 'Password' selected.
- Client Id:** A text input field for 'your client identifier'.
- Client Key:** A text input field for 'your client key'.
- Scope:** A text input field for 'your scope'.
- Application Key:** A text input field for 'your identifier for external system'.
- Protocol:** Checkboxes for 'Enable External System' and 'Enable Conversions'.
- Bypass Proxy:** A checkbox.

At the bottom right, there are 'Cancel' and 'Save' buttons.

4. Complete the following fields and click **Save**. For the specific details on each field and how to create an Outbound Configuration, see [Managing Outbound System Configuration](#) in the OPERA Cloud Services documentation.
 - a. **Context:** Select the **Property** option.
 - b. **Property:** Select the property for which this configuration is being set up.
 - c. **Outbound Type:** Select **GAMING_CUSTOM** from the list of options.
 - d. **Outbound Code:** Provide the unique identifier (for example: ATI_{Property_Name}).
 - e. **Outbound Description:** Provide the description (optional).
 - f. **Authorization Type:** Select **OAUTH** from the list of options. When you select OAUTH, all related Authorization fields appear.
 - g. **Service Account:** Enter your **Client ID**.
 - h. **Service Account Key:** Enter your **Client Secret**.
 - i. **OAuth Token Url:** Type the URL of the identity provider from where the token will be fetched.
 - j. **Grant Type:** Select **Password** from the drop down list.
 - k. **Client Id:** Enter your **Username**.
 - l. **Client Key:** Enter your **Password**.
 - m. **Scope:** Enter your **Scope**.
 - n. **Enable External System:** Select this option.
 - o. **Enable Conversions:** Select this option.
 - p. **External Property:** Enter the **Site ID** or **Hotel Code** provided by ATI.
 - q. **Bypass Proxy:** Select this option.
 - r. **RESTAPIBaseURL:** Enter the base URL of the nConnect server where the APIs are running. This URL can be something like the following: https://<hostname or ip address>:<port>

Once the configuration is saved, the final configuration should look like the page below:

The screenshot shows the 'Outbound System Configuration' window. It includes fields for Context Property, Outbound Code, Outbound Description, Protocol (REST), Enable External System, Enable Conversions, External Property (A01), Authentication Type (OAUTH), Service Account, Grant Type (Password), Client ID, Client Key, Scope (urn:nc:realm), Application Key, and Bypass Proxy (checked). At the bottom, there are sections for View Options, Service Name, and Service Path (RESTAPIBaseURL).

Once the above fields are completed, save the outbound configuration and proceed to [Data Value Mappings \(DVM\)](#). No Custom Headers are required.

DVMs for Aristocrat Oasis

The following Data Value Mappings (DVMs) must be set up for the Aristocrat Oasis system. For details on how to create DVMs within OPERA Cloud, see [Data Value Mappings](#) in the OPERA Cloud Services documentation.

The below DVM values are for reference only and can vary by property.

Country Codes

This DVM will convert the Country Code used in OPERA Cloud with the Country Code used in Aristocrat Oasis for both messages being sent and received from/to OPERA Cloud.

The values in the table below are just for illustration purposes. To complete this DVM, you need the following:

Note:

This list follows the ISO 3166.

- **OPERA Cloud Code:** This is the Country Code used in OPERA Cloud.
- **External Value:** This is the Country Code in Aristocrat Oasis that corresponds to the OPERA Cloud Country Code.
- **External > OPERA Cloud:** Select this option to translate these values for messages received in OPERA Cloud.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA Cloud.

Table 6-3 Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Afghanistan	AF		
Albania	AL		
Algeria	DZ		
American Samoa	AS		
Andorra	AD		
Angola	AO		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Anguilla	AI		
Antarctica	AQ		
Antigua and Barbuda	AG		
Argentina	AR		
Armenia	AM		
Aruba	AW		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Australia	AU		
Austria	AT		
Azerbaijan	AZ		
Bahamas (the)	BS		
Bahrain	BH		
Bangladesh	BD		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Barbados	BB		
Belarus	BY		
Belgium	BE		
Belize	BZ		
Benin	BJ		
Bermuda	BM		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Bhutan	BT		
Bolivia (Plurinational State of)	BO		
Bonaire, Sint Eustatius and Saba	BQ		
Bosnia and Herzegovina	BA		
Botswana	BW		
Bouvet Island	BV		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Brazil	BR		
British Indian Ocean Territory (the)	IO		
Brunei Darussalam	BN		
Bulgaria	BG		
Burkina Faso	BF		
Burundi	BI		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Cabo Verde	CV		
Cambodia	KH		
Cameroon	CM		
Canada	CA		
Cayman Islands (the)	KY		
Central African Republic (the)	CF		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Chad	TD		
Chile	CL		
China	CN		
Christmas Island	CX		
Cocos (Keeling) Islands (the)	CC		
Colombia	CO		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Comoros (the)	KM		
Congo (the Democratic Republic of the)	CD		
Congo (the)	CG		
Cook Islands (the)	CK		
Costa Rica	CR		
Croatia	HR		

Table 6-3 (Cont.) Country Codes













OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Cuba	CU		
Curacao	CW		
Cyprus	CY		
Czechia	CZ		
Cte d'Ivoire	CI		
Denmark	DK		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Djibouti	DJ		
Dominica	DM		
Dominican Republic (the)	DO		
Ecuador	EC		
Egypt	EG		
El Salvador	SV		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Equatorial Guinea	GQ		
Eritrea	ER		
Estonia	EE		
Eswatini	SZ		
Ethiopia	ET		
Falkland Islands (the) [Malvinas]	FK		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Faroe Islands (the)	FO		
Fiji	FJ		
Finland	FI		
France	FR		
French Guiana	GF		
French Polynesia	PF		

Table 6-3 (Cont.) Country Codes













OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
French Southern Territories (the)	TF		
Gabon	GA		
Gambia (the)	GM		
Georgia	GE		
Germany	DE		
Ghana	GH		

Table 6-3 (Cont.) Country Codes


OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Gibraltar	GI		
Greece	GR		
Greenland	GL		
Grenada	GD		
Guadeloupe	GP		
Guam	GU		

Table 6-3 (Cont.) Country Codes













OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Guatemala	GT		
Guernsey	GG		
Guinea	GN		
Guinea-Bissau	GW		
Guyana	GY		
Haiti	HT		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Heard Island and McDonald Islands	HM		
Holy See (the)	VA		
Honduras	HN		
Hong Kong	HK		
Hungary	HU		
Iceland	IS		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
India	IN		
Indonesia	ID		
Iran (Islamic Republic of)	IR		
Iraq	IQ		
Ireland	IE		
Isle of Man	IM		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Israel	IL		
Italy	IT		
Jamaica	JM		
Japan	JP		
Jersey	JE		
Jordan	JO		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Kazakhstan	KZ		
Kenya	KE		
Kiribati	KI		
Korea (the Democratic People's Republic of)	KP		
Korea (the Republic of)	KR		
Kuwait	KW		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Kyrgyzstan	KG		
Lao People's Democratic Republic (the)	LA		
Latvia	LV		
Lebanon	LB		
Lesotho	LS		
Liberia	LR		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Libya	LY		
Liechtenstein	LI		
Lithuania	LT		
Luxembourg	LU		
Macao	MO		
Madagascar	MG		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Malawi	MW		
Malaysia	MY		
Maldives	MV		
Mali	ML		
Malta	MT		
Marshall Islands (the)	MH		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Martinique	MQ		
Mauritania	MR		
Mauritius	MU		
Mayotte	YT		
Mexico	MX		
Micronesia (Federated States of)	FM		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Moldova (the Republic of)	MD		
Monaco	MC		
Mongolia	MN		
Montenegro	ME		
Montserrat	MS		
Morocco	MA		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Mozambique	MZ		
Myanmar	MM		
Namibia	NA		
Nauru	NR		
Nepal	NP		
Netherlands (the)	NL		

Table 6-3 (Cont.) Country Codes













OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
New Caledonia	NC		
New Zealand	NZ		
Nicaragua	NI		
Niger (the)	NE		
Nigeria	NG		
Niue	NU		

Table 6-3 (Cont.) Country Codes













OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Norfolk Island	NF		
North Macedonia	MK		
Northern Mariana Islands (the)	MP		
Norway	NO		
Oman	OM		
Pakistan	PK		

Table 6-3 (Cont.) Country Codes


OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Palau	PW		
Palestine, State of	PS		
Panama	PA		
Papua New Guinea	PG		
Paraguay	PY		
Peru	PE		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Philippines (the)	PH		
Pitcairn	PN		
Poland	PL		
Portugal	PT		
Puerto Rico	PR		
Qatar	QA		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Romania	RO		
Russian Federation (the)	RU		
Rwanda	RW		
Runion	RE		
Saint Barthlemy	BL		
Saint Helena, Ascension and Tristan da Cunha	SH		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Saint Kitts and Nevis	KN		
Saint Lucia	LC		
Saint Martin (French part)	MF		
Saint Pierre and Miquelon	PM		
Saint Vincent and the Grenadines	VC		
Samoa	WS		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
San Marino	SM		
Sao Tome and Principe	ST		
Saudi Arabia	SA		
Senegal	SN		
Serbia	RS		
Seychelles	SC		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Sierra Leone	SL		
Singapore	SG		
Sint Maarten (Dutch part)	SX		
Slovakia	SK		
Slovenia	SI		
Solomon Islands	SB		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Somalia	SO		
South Africa	ZA		
South Georgia and the South Sandwich Islands	GS		
South Sudan	SS		
Spain	ES		
Sri Lanka	LK		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Sudan (the)	SD		
Suriname	SR		
Svalbard and Jan Mayen	SJ		
Sweden	SE		
Switzerland	CH		
Syrian Arab Republic (the)	SY		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Taiwan (Province of China)	TW		
Tajikistan	TJ		
Tanzania, the United Republic of	TZ		
Thailand	TH		
Timor-Leste	TL		
Togo	TG		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Tokelau	TK		
Tonga	TO		
Trinidad and Tobago	TT		
Tunisia	TN		
Turkey	TM		
Turkmenistan	TC		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Turks and Caicos Islands (the)	TV		
Tuvalu	TR		
Uganda	UG		
Ukraine	UA		
United Arab Emirates (the)	AE		
United Kingdom of Great Britain and Northern Ireland (the)	GB		







Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
United States Minor Outlying Islands (the)	UM		
United States of America (the)	US		
Uruguay	UY		
Uzbekistan	UZ		
Vanuatu	VU		
Venezuela (Bolivarian Republic of)	VE		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Viet Nam	VN		
Virgin Islands (British)	VG		
Virgin Islands (U.S.)	VI		
Wallis and Futuna	WF		
Western Sahara*	EH		
Yemen	YE		

Table 6-3 (Cont.) Country Codes

OPERA Cloud Value	External Value	External > OPERA Cloud	OPERA Cloud > External
Zambia	ZM		
Zimbabwe	ZW		
land Islands	AX		







Membership Level

This DVM will convert the Membership Levels codes previously created into the Aristocrat Oasis Player Ranking Levels (and vice-versa).

The values in the table below are just for illustration purposes. To complete this DVM, you need the following:

- **OPERA Cloud Code:** This is the Membership Level code that you previously created.
- **External Value:** This is the Player Ranking in Aristocrat Oasis that corresponds to the OPERA Cloud Membership Level code.
- **External > OPERA Cloud:** Select this option to translate these values for messages received in OPERA Cloud.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA Cloud.

Table 6-4 Membership Level

OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
BRONZE	0		
DIAMOND	1		
PLATINUM	2		







Address Type

This DVM will convert the Address Type used in OPERA Cloud with the Address Type used in Aristocrat Oasis for both messages being sent and received from/to OPERA Cloud.

The values in the table below are just for illustration purposes. To complete this DVM, you need the following:

- **OPERA Cloud Code:** This is the Address Type that exists in OPERA Cloud.
- **External Value:** This is the Address Type in Aristocrat Oasis that corresponds to the OPERA Cloud Address Type code.
- **External > OPERA Cloud:** Select this option to translate these values for messages received in OPERA Cloud.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA Cloud.

Table 6-5 Address Type

OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
HOME	1		
BUSINESS	2		
MAILING	4		

Document Type

This DVM will convert the Document Type used in OPERA Cloud with the Identification Type used in Aristocrat Oasis for both messages being sent and received from/to OPERA Cloud.

The values in the table below are just for illustration purposes. To complete this DVM, you need the following:

- **OPERA Cloud Code:** This is the Document Type that exists in OPERA Cloud.
- **External Value:** This is the Identification Type in Aristocrat Oasis that corresponds to the OPERA Cloud Document Type code.
- **External > OPERA Cloud:** Select this option to translate these values for messages received in OPERA Cloud.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA Cloud.

Table 6-6 Document Type

















OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External Cloud
Drivers License	D		
SSN Card	N		
Passport	P		
Alien Registration	A		
Military ID	M		
State ID	S		

Table 6-6 (Cont.) Document Type

OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External Cloud
Voter ID	V		
Other	O		

Phone Type

This DVM converts the Phone Type used in OPERA Cloud with the Phone Type used in Aristocrat Oasis for both messages being sent and received from/to OPERA Cloud.

The values in the table below are just for illustration purposes. To complete this DVM, you need the following:

- **OPERA Cloud Code:** This is the Phone Type that exists in OPERA Cloud.
- **External Value:** This is the Phone Type in Aristocrat Oasis that corresponds to the OPERA Cloud Phone Type code.
- **External > OPERA Cloud:** Select this option to translate these values for messages received in OPERA Cloud.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA Cloud.

Aristocrat Oasis uses the following nomenclature for phone types and e-mail types:

- Phone Type 1 is for Home.
- Phone Type 2 is for Work.
- Phone Type 3 is for Cell.
- E-mail Type 1 is for Home.
- E-mail Type 2 is for Work.



OPERA Cloud uses the Phone Type DVM to translate all profile communication types (home, e-mail, mobile, fax, and so on), which means some logic must exist in the background to match. For example, a Home e-mail type in OPERA Cloud to that same Home e-mail type in Aristocrat Oasis. You are unable to configure OPERA Cloud to translate Oasis type 1 to HOME (phone) and (home) EMAIL at the same time for the inbound messages. Therefore, the Home Email should be configured to translate to '1' on the OPERACloud > External direction and should be configured to translate to 'E_1' on the External > OPERA Cloud directions. The system translates '1' to 'E_1' from the

Aristocrat response to do this logic on the OPERA Cloud DVM. This also applies to the Home Phone as well.

Table 6-7 Phone Type

OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External Cloud
HOME	1		
HOME	H_1		
MOBILE	3		
MOBILE	M_3		
EMAIL	1		
EMAIL	E_1		

Table 6-7 (Cont.) Phone Type

OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External Cloud
BUSINESS	2		
BUSINESS	B_2		

State Codes

This DVM will convert the State Code used in OPERA Cloud with the State Province Code used in Aristocrat Oasis for both messages being sent and received from/to OPERA Cloud.

The values in the table below are just for illustration purposes. To complete this DVM, you need the following:

- **OPERA Cloud Code:** This is the State Code that exists in OPERA Cloud.
- **External Value:** This is the State Province Code in Aristocrat Oasis that corresponds to the OPERA Code Phone Type.
- **External > OPERA Cloud:** Select this option to translate these values for messages received in OPERA Cloud.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA Cloud.

Table 6-8 States Codes



OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
AB	AB		

Table 6-8 (Cont.) States Codes






OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
BC	BC		
MB	MB		
NB	NB		
NL	NL		
NS	NS		
NT	NT		

Table 6-8 (Cont.) States Codes




OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
NU	NU		
ON	ON		
PE	PE		
QC	QC		
SK	SK		
YT	YT		

Table 6-8 (Cont.) States Codes



OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
AK	AK		
AL	AL		
AR	AR		
AZ	AZ		
CA	CA		
CO	CO		

Table 6-8 (Cont.) States Codes








OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
CT	CT		
DC	DC		
DE	DE		
FL	FL		
GA	GA		
HI	HI		

Table 6-8 (Cont.) States Codes












OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
IA	IA		
ID	ID		
IL	IL		
IN	IN		
KS	KS		
KY	KY		

Table 6-8 (Cont.) States Codes







OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
LA	LA		
MA	MA		
MD	MD		
ME	ME		
MI	MI		
MN	MN		

Table 6-8 (Cont.) States Codes












OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
MO	MO		
MS	MS		
MT	MT		
NC	NC		
ND	ND		
NE	NE		

Table 6-8 (Cont.) States Codes








OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
NH	NH		
NJ	NJ		
NM	NM		
NV	NV		
NY	NY		
OH	OH		

Table 6-8 (Cont.) States Codes

OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
OK	OK		
OR	OR		
PA	PA		
RI	RI		
SC	SC		
SD	SD		

Table 6-8 (Cont.) States Codes



















OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
TN	TN		
TX	TX		
UT	UT		
VA	VA		
VT	VT		
WA	WA		

Table 6-8 (Cont.) States Codes

OPERA Cloud Code	External Value	External > OPERA Cloud	OPERA Cloud > External
WI	WI		
WV	WV		
WY	WY		

IGT

The following operations are supported as part of this gaming integration product. Only the operations listed below are currently supported.

- Profile Lookup (by first and last name and membership ID)
- Profile Download
- Player Enrollment
- Player Offers Search
- Player Statistics
- Comp Posting (including reverse)
- Profile Updates from OPERA Cloud to IGT
- Reservation Notifications

Required Information

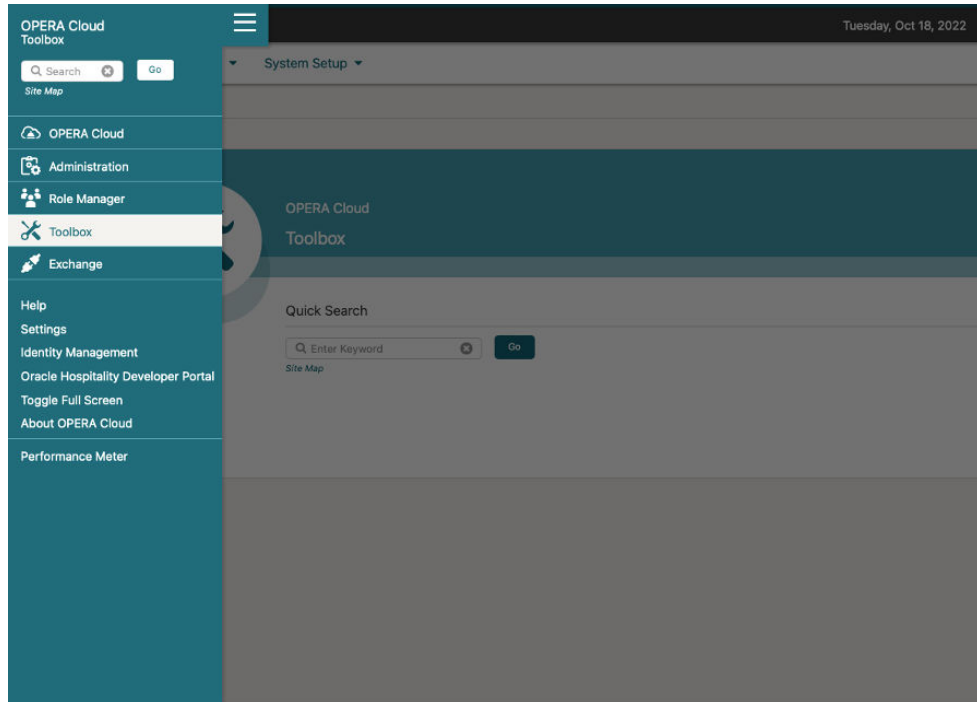
- ADICRMHTTP server endpoints
If your postings run on a different server or port, the following details are also required:
- ORACLEUSER: This is a generic user created to perform postings.
- Site ID details

OPERA Cloud Outbound Configuration for IGT

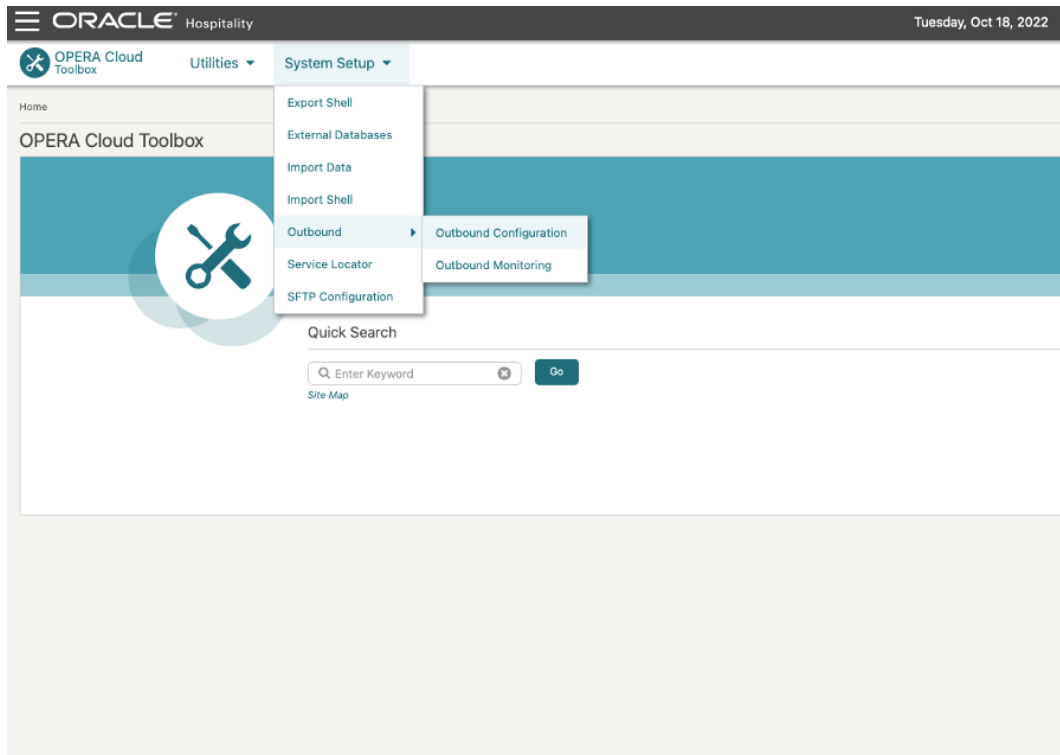
A new outbound system configuration is required for OPERA Cloud to connect to IGT.

Follow the below steps to set up the Outbound Configuration in OPERA Cloud. For additional details on creating an outbound configuration, refer to [Configuring Outbound Systems](#) in the OPERA Cloud Services documentation.

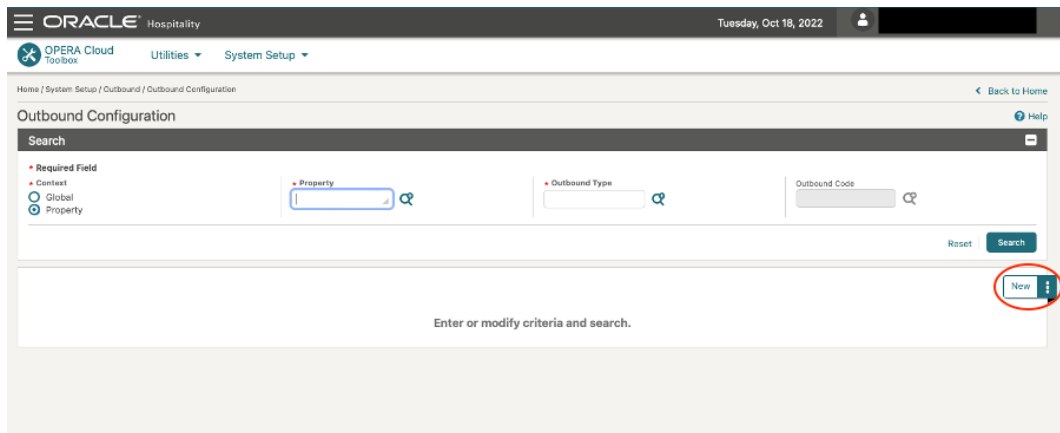
1. Log in to OPERA Cloud and click the **vertical ellipsis** and select **Toolbox**.



2. Select **System Setup**, select **Outbound**, and then select **Outbound Configuration**.



3. Select the **Property** and then click **New** to set up the new Outbound Configuration.



The screenshot displays the 'Outbound System Configuration' page in the Oracle Hospitality OPERA Cloud interface. The page is organized into several sections:

- Required Field:** Includes a search bar, radio buttons for 'Global' and 'Property', a search field for 'Property', and a search field for 'Outbound Type'.
- Outbound Code:** A text input field for a unique identifier.
- Outbound Description:** A text area for an optional description.
- Authorization Type:** A dropdown menu currently set to 'OAUTH'.
- Service Account:** Text input fields for 'your username' and 'your password'.
- Service Account Key:** A text input field for the account key.
- OAuth Token Url:** A text input field for the token URL.
- Grant Type:** A dropdown menu set to 'Password'.
- Client Id:** A text input field for the client identifier.
- Client Key:** A text input field for the client key.
- Client Key:** A second text input field for the client key.
- Scope:** A text input field for the scope.
- Application Key:** A text input field for the external system identifier.
- Protocol:** A section with checkboxes for 'Enable External System', 'Enable Conversions', and 'Bypass Proxy'.
- Inactive:** A checkbox at the top right.

At the bottom right of the form, there are 'Cancel' and 'Save' buttons.

4. Complete the following fields and click **Save**. For the specific details on each field and how to create an Outbound Configuration, see [Managing Outbound System Configuration](#) in the OPERA Cloud Services documentation.
 - a. **Context:** Select the **Property** option.
 - b. **Property:** Select the property for which this configuration is being set up.
 - c. **Outbound Type:** Select **GAMING_CUSTOM** from the list of options.
 - d. **Outbound Code:** Provide the unique identifier (for example: IGT_{Property_Name}).
 - e. **Outbound Description:** Provide the description (optional).
 - f. **Authorization Type:** Select **NONE** from the list of options. By selecting this option, all other Authorization related fields no longer appear.
 - g. **Application Key:** Leave this field blank.
 - h. **Enable External System:** Select this option.
 - i. **Enable Conversions:** Select this option.
 - j. **External Property:** Enter the **Site ID** provided by IGT.
 - k. **Bypass Proxy:** Select this option.

Once the configuration is saved, the final configuration should look like the page below:

5. Add the following Custom Headers for this outbound configuration:

Header Name	Header Value
CompPostingURL	This is the URL that is going to be used for the Comp Posting operations.
HotelID	The Site ID from IGT.
UserID	The UserID used in CRM operations.
CompPostingUserID	The MicrosUserId.

Once the above fields are completed, save the outbound configuration and proceed to [Data Value Mappings \(DVM\)](#).

DVMs for IGT

The following Data Value Mappings (DVMs) must be set up for the IGT system to correctly integrate with OPERA Cloud. For details on how to create DVMs within OPERA Cloud, see [Data Value Mappings](#) in the OPERA Cloud Services documentation.

The below DVM values are for reference only and can vary by property.

Country Codes

This DVM will convert the Country Code used in OPERA Cloud with the Country Code used in IGT for both messages being sent and received from/to OPERA Cloud.

The values in the table below are just for illustration purposes. To complete this DVM, you need the following:



Note:

This list follows the ISO 3166.

- **OPERA Cloud Code:** This is the Country Code used in OPERA Cloud.

- **External Value:** This is the Country Code in IGT that corresponds to the OPERA Cloud Country Code.
- **External > OPERA Cloud:** Select this option to translate these values for messages received in OPERA Cloud.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA Cloud.

Table 6-9 Country Codes











OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Afghanistan	4		
Albania	8		
Algeria	12		
American Samoa	16		
Andorra	20		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Angola	24		
Anguilla	660		
Antarctica	10		
Antigua and Barbuda	28		
Argentina	32		
Armenia	51		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Aruba	533		
Australia	36		
Austria	40		
Azerbaijan	31		
Bahamas (the)	44		
Bahrain	48		

Table 6-9 (Cont.) Country Codes







OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Bangladesh	50		
Barbados	52		
Belarus	112		
Belgium	56		
Belize	84		
Benin	204		

Table 6-9 (Cont.) Country Codes






OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Bermuda	60		
Bhutan	64		
Bolivia (Plurinational State of)	68		
Bonaire, Sint Eustatius and Saba	535		
Bosnia and Herzegovina	70		
Botswana	72		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Bouvet Island	74		
Brazil	76		
British Indian Ocean Territory (the)	86		
Brunei Darussalam	96		
Bulgaria	100		
Burkina Faso	854		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Burundi	108		
Cabo Verde	132		
Cambodia	116		
Cameroon	120		
Canada	124		
Cayman Islands (the)	136		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Central African Republic (the)	140		
Chad	148		
Chile	152		
China	156		
Christmas Island	162		
Cocos (Keeling) Islands (the)	166		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Colombia	170		
Comoros (the)	174		
Congo (the Democratic Republic of the)	180		
Congo (the)	178		
Cook Islands (the)	184		
Costa Rica	188		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Croatia	191		
Cuba	192		
Curacao	531		
Cyprus	196		
Czechia	203		
Cte d'Ivoire	384		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Denmark	208		
Djibouti	262		
Dominica	212		
Dominican Republic (the)	214		
Ecuador	218		
Egypt	818		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
El Salvador	222		
Equatorial Guinea	226		
Eritrea	232		
Estonia	233		
Eswatini	748		
Ethiopia	231		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Falkland Islands (the) [Malvinas]	238		
Faroe Islands (the)	234		
Fiji	242		
Finland	246		
France	250		
French Guiana	254		

Table 6-9 (Cont.) Country Codes













OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
French Polynesia	258		
French Southern Territories (the)	260		
Gabon	266		
Gambia (the)	270		
Georgia	268		
Germany	276		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Ghana	288		
Gibraltar	292		
Greece	300		
Greenland	304		
Grenada	308		
Guadeloupe	312		

Table 6-9 (Cont.) Country Codes


OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Guam	316		
Guatemala	320		
Guernsey	831		
Guinea	324		
Guinea-Bissau	624		
Guyana	328		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Haiti	332		
Heard Island and McDonald Islands	334		
Holy See (the)	336		
Honduras	340		
Hong Kong	344		
Hungary	348		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Iceland	352		
India	356		
Indonesia	360		
Iran (Islamic Republic of)	364		
Iraq	368		
Ireland	372		

Table 6-9 (Cont.) Country Codes








OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Isle of Man	833		
Israel	376		
Italy	380		
Jamaica	388		
Japan	392		
Jersey	832		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Jordan	400		
Kazakhstan	398		
Kenya	404		
Kiribati	296		
Korea (the Democratic People's Republic of)	408		
Korea (the Republic of)	410		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Kuwait	414		
Kyrgyzstan	417		
Lao People's Democratic Republic (the)	418		
Latvia	428		
Lebanon	422		
Lesotho	426		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Liberia	430		
Libya	434		
Liechtenstein	438		
Lithuania	440		
Luxembourg	442		
Macao	446		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Madagascar	450		
Malawi	454		
Malaysia	458		
Maldives	462		
Mali	466		
Malta	470		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Marshall Islands (the)	584		
Martinique	474		
Mauritania	478		
Mauritius	480		
Mayotte	175		
Mexico	484		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Micronesia (Federated States of)	583		
Moldova (the Republic of)	498		
Monaco	492		
Mongolia	496		
Montenegro	499		
Montserrat	500		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Morocco	504		
Mozambique	508		
Myanmar	104		
Namibia	516		
Nauru	520		
Nepal	524		

Table 6-9 (Cont.) Country Codes


OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Netherlands (the)	528		
New Caledonia	540		
New Zealand	554		
Nicaragua	558		
Niger (the)	562		
Nigeria	566		

Table 6-9 (Cont.) Country Codes













OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Niue	570		
Norfolk Island	574		
North Macedonia	807		
Northern Mariana Islands (the)	580		
Norway	578		
Oman	512		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Pakistan	586		
Palau	585		
Palestine, State of	275		
Panama	591		
Papua New Guinea	598		
Paraguay	600		

Table 6-9 (Cont.) Country Codes













OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Peru	604		
Philippines (the)	608		
Pitcairn	612		
Poland	616		
Portugal	620		
Puerto Rico	630		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Qatar	634		
Romania	642		
Russian Federation (the)	643		
Rwanda	646		
Runion	638		
Saint Barthlemy	652		

Table 6-9 (Cont.) Country Codes












OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Saint Helena, Ascension and Tristan da Cunha	654		
Saint Kitts and Nevis	659		
Saint Lucia	662		
Saint Martin (French part)	663		
Saint Pierre and Miquelon	666		
Saint Vincent and the Grenadines	670		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Samoa	882		
San Marino	674		
Sao Tome and Principe	678		
Saudi Arabia	682		
Senegal	686		
Serbia	688		

Table 6-9 (Cont.) Country Codes


OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Seychelles	690		
Sierra Leone	694		
Singapore	702		
Sint Maarten (Dutch part)	534		
Slovakia	703		
Slovenia	705		

Table 6-9 (Cont.) Country Codes












OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Solomon Islands	90		
Somalia	706		
South Africa	710		
South Georgia and the South Sandwich Islands	239		
South Sudan	728		
Spain	724		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Sri Lanka	144		
Sudan (the)	729		
Suriname	740		
Svalbard and Jan Mayen	744		
Sweden	752		
Switzerland	756		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Syrian Arab Republic (the)	760		
Taiwan (Province of China)	158		
Tajikistan	762		
Tanzania, the United Republic of	834		
Thailand	764		
Timor-Leste	626		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Togo	768		
Tokelau	772		
Tonga	776		
Trinidad and Tobago	780		
Tunisia	788		
Turkey	792		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Turkmenistan	795		
Turks and Caicos Islands (the)	796		
Tuvalu	798		
Uganda	800		
Ukraine	804		
United Arab Emirates (the)	784		









Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
United Kingdom of Great Britain and Northern Ireland (the)	826		
United States Minor Outlying Islands (the)	581		
United States of America (the)	840		
Uruguay	858		
Uzbekistan	860		
Vanuatu	548		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Venezuela (Bolivarian Republic of)	862		
Viet Nam	704		
Virgin Islands (British)	92		
Virgin Islands (U.S.)	850		
Wallis and Futuna	876		
Western Sahara*	732		

Table 6-9 (Cont.) Country Codes

OPERA Cloud Value	External Code	External > OPERA Cloud	OPERA Cloud > External
Yemen	887		
Zambia	894		
Zimbabwe	716		
land Islands	248		







Membership Level

This DVM will convert the Membership Levels codes previously created into the IGT Ranking Levels (and vice-versa).

The values in the table below are just for illustration purposes. To complete this DVM, you need the following:

- **OPERA Cloud Code:** This is the Membership Level code that you previously created.
- **External Value:** This is the Ranking Code in IGT that corresponds to the OPERA Cloud Membership Level code.
- **External > OPERA Cloud:** Select this option to translate these values for messages received in OPERA Cloud.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA Cloud.

Table 6-10 Membership Level

OPERA Cloud Code	External Code	External > OPERA Cloud	OPERA Cloud > External
BRONZE	1		
DIAMOND	2		
PLATINUM	3		





Address Type

This DVM will convert the Address Type used in OPERA Cloud with the Location used in IGT for both messages being sent and received from/to OPERA Cloud.

The values in the table below are just for illustration purposes. To complete this DVM, you need the following:

- **OPERA Cloud Code:** This is the Address Type that exists in OPERA Cloud.
- **External Value:** This is the Location in IGT that corresponds to the OPERA Cloud Address Type code.
- **External > OPERA Cloud:** Select this option to translate these values for messages received in OPERA Cloud.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA Cloud.

Table 6-11 Address Type

OPERA Cloud Code	External Code	External > OPERA Cloud	OPERA Cloud > External
HOME	Home		
WORK	Work		

Document Type

This DVM will convert the Document Type used in OPERA Cloud with the Identification Type used in IGT for both messages being sent and received from/to OPERA Cloud.

The values in the table below are just for illustration purposes. To complete this DVM, you need the following:

- **OPERA Cloud Code:** This is the Document Type that exists in OPERA Cloud.
- **External Value:** This is the Identification Type in IGT that corresponds to the OPERA Cloud Document Type code.
- **External > OPERA Cloud:** Select this option to translate these values for messages received in OPERA Cloud.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA Cloud.

Table 6-12 Document Type





OPERA Cloud Code	External Code	External > OPERA Cloud	OPERA Cloud > External Cloud
DL	Drivers License		

Table 6-12 (Cont.) Document Type

OPERA Cloud Code	External Code	External > OPERA Cloud	OPERA Cloud > External Cloud
SC	SSN		

Phone Type

This DVM converts the Phone Type used in OPERA Cloud with the Phone Location used in IGT for both messages being sent and received from/to OPERA Cloud.

The values in the table below are just for illustration purposes. To complete this DVM, you need the following:

- **OPERA Cloud Code:** This is the Phone Type that exists in OPERA Cloud.
- **External Value:** This is the Phone Location in IGT that corresponds to the OPERA Phone Type code.
- **External > OPERA Cloud:** Select this option to translate these values for messages received in OPERA Cloud.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA Cloud.

Table 6-13 Phone Type









OPERA Cloud Code	External Code	External > OPERA Cloud	OPERA Cloud > External Cloud
HOME	Home		
MOBILE	Mobile		

Table 6-13 (Cont.) Phone Type

OPERA Cloud Code	External Code	External > OPERA Cloud	OPERA Cloud > External Cloud
EMAIL	Main Email		
BUSINESS	Business		

Transaction Codes

This DVM converts the Transaction Codes used in OPERA Cloud with the Comp Type Reference Code used in IGT for messages being sent from OPERA Cloud (mainly for the Comp Posting operation).

The values in the table below are just for illustration purposes. All transactions (including generates transactions) comped with PTS must be included. To complete this DVM, you need the following:

- **OPERA Cloud Code:** This is the Transaction Code that exists in OPERA Cloud.
- **External Value:** This is the Comp Type Reference Code in IGT that corresponds to the OPERA Cloud Transaction code.
- **External > OPERA Cloud:** Deselect this option as inbound messages are not translated in OPERA Cloud for Transaction Codes.
- **OPERA Cloud > External:** Select this option to translate these values for messages being sent by OPERA10001.

Table 6-14 Transaction Codes



OPERA Cloud Code	External Code	External > OPERA Cloud	OPERA Cloud > External Cloud
10001	ROM		

Table 6-14 (Cont.) Transaction Codes

OPERA Cloud Code	External Code	External > OPERA Cloud	OPERA Cloud > External Cloud
10002	DOL		
10009	DOL		
100123	BUF		
102511	DOL		
55904	PEN		
99502	GIF		

Business Events

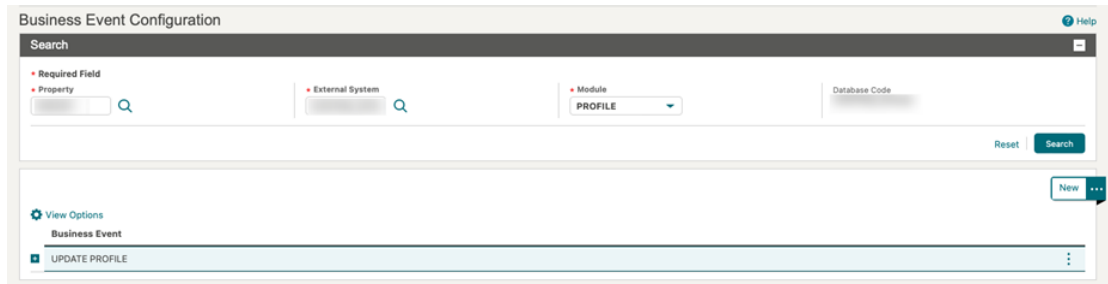
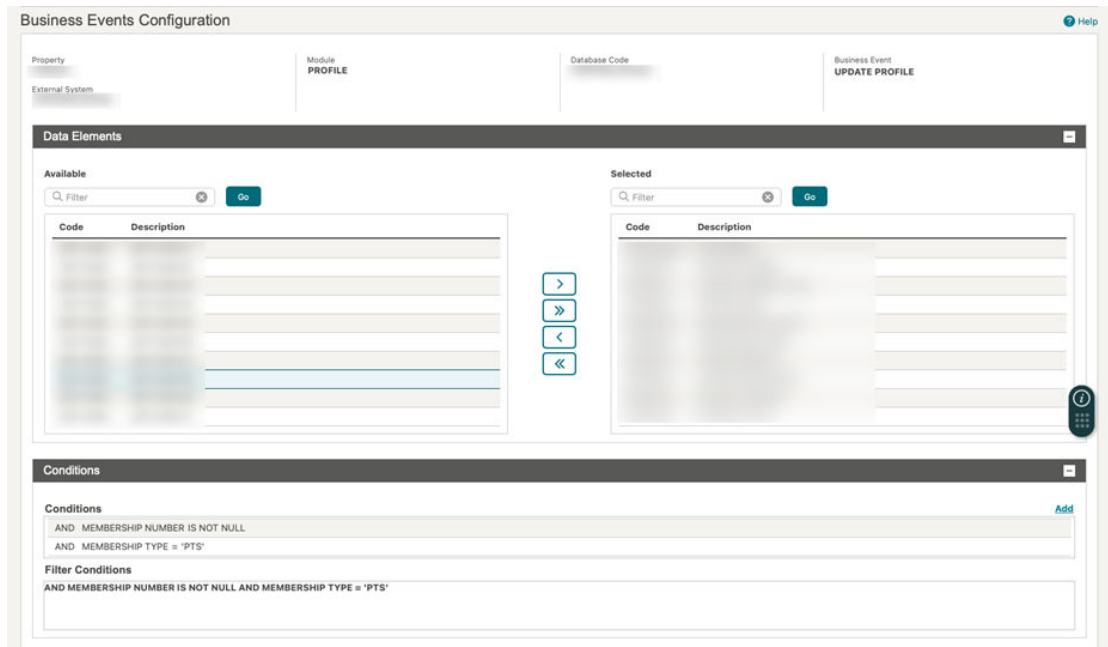
In the context of Gaming Integration with IGT, business events are used to send both profile updates and reservation notifications to IGT.

For these operations to work, you must configure the below business events in OPERA Cloud. For details on configuring business events, refer to [Configuring Business Events](#) in the OPERA Cloud services documentation.

Profiles

Use the below details to create business events for OPERA Cloud Profiles.

- **Property:** Select your OPERA Cloud property.
- **External System:** Select the external system with the same name as the Outbound Configuration you previously created.
- **Module:** Select PROFILE.
- **Business Event:** Select UPDATE PROFILE.
- **Data Elements:** Select all available data elements.
- **Conditions:**
 - MEMBERSHIP NUMBER IS NOT NULL
 - MEMBERSHIP TYPE = 'PTS'
 - Ensure these conditions are used as 'AND' (do not use 'OR')



Reservations

Use the below details to create business events for OPERA Cloud Reservations.

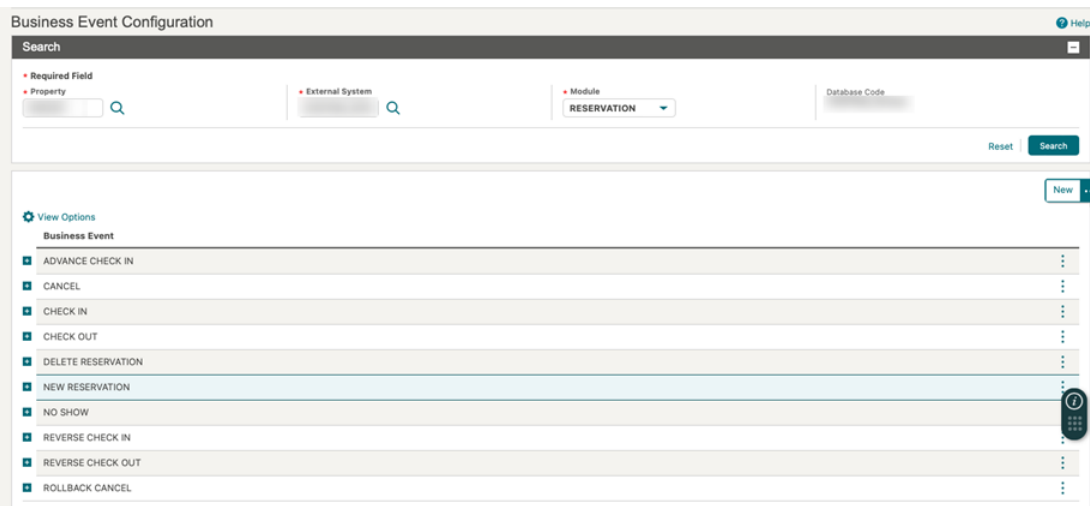
- **Property:** Select your OPERA Cloud property.
- **External System:** Select the external system with the same name as the Outbound Configuration you previously created.
- **Module:** Select RESERVATION.
- **Business Event:** Select NEW RESERVATION.
- **Data Elements:** Select all available data elements.
- **Conditions:**
 - MEMBERSHIP NUMBER IS NOT NULL
 - MEMBERSHIP TYPE = 'PTS'
 - Ensure these conditions are used as 'AND' (do not use 'OR')

The screenshot displays the 'Business Events Configuration' window. At the top, there are four tabs: 'Property', 'Module' (set to 'RESERVATION'), 'Database Code', and 'Business Event' (set to 'NEW RESERVATION'). Below these is the 'Data Elements' section, which is divided into 'Available' and 'Selected' columns. Each column has a search filter and a 'Go' button. Between the columns are four arrow buttons: a single right arrow, a double right arrow, a single left arrow, and a double left arrow. Below the data elements is the 'Conditions' section, which contains a list of conditions. The first condition is 'AND MEMBERSHIP NUMBER IS NOT NULL' and the second is 'MEMBERSHIP TYPE = 'PTS''. Below these is a 'Filter Conditions' section with the text 'AND MEMBERSHIP NUMBER IS NOT NULL MEMBERSHIP TYPE = 'PTS''. There is an 'Add' button to the right of the conditions list.

Repeat the above steps to create business events for the following Reservation Modules:

- ADVANCE CHECK IN
- CANCEL
- CHECK IN
- CHECK OUT
- NEW RESERVATION
- NO SHOW
- REVERSE CHECK IN
- REVERSE CHECK OUT

- ROLLBACK CANCEL
- UPDATE RESERVATION



OPERA Cloud Flex Fields

This integration solution makes use of some flex fields for specific use cases. If you also use flex fields as part of your OPERA Cloud configuration, review these flex fields to ensure there are no conflicts between them.

- **Profile Preferred Name:** Flex field UDFC40 is used to store the guest preferred name and this information is being integrated to IGT.
- **Player Credit Account:** Flex field UDFN40 is used to store the player credit account flag from IGT. This information is received from IGT to indicate if the guest has a credit account in IGT.