

Oracle® Hospitality OPERA Cloud Gaming Integration Release Readiness Guide



Release 23.12.1

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February 2024

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

The Release Readiness Guide provides a brief overview of additions, enhancements, and corrections implemented in this software release. The intent is informative, not instructional. Review the OPERA Cloud Gaming Integration product documentation, including technical and application advisories for previous versions, for detailed information on installation, upgrade, configuration, and general use.

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
- Screen shots of each step you take

Related Documentation

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

Table 1 Revision History

Date	Description of Change
February 2024	Release 23.12.1

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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 1-1 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.

Infrastructure Prerequisites

To integrate OPERA Cloud with your Patron Tracking System (PTS), certain infrastructure and networking requirements must be met.

Since OPERA Cloud runs in OCI and your PTS is primarily running in your datacenter (either directly or via a hosting agreement), some configurations are needed within your datacenter to enable OPERA Cloud to invoke APIs from your PTS.

For more information, refer to the Connectivity Agent [Hardware Sizing Guide](#).

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Features and Technical 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 the 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 in your PTS directly 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 transactions to the PTS. You can reverse these postings if needed. The postings are sent, by default, to the Aristocrat Oasis account type 5.

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What's New for OPERA Cloud Gaming Integration

Learn about the new and changed features of OPERA Cloud Gaming Integration.

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Feature	Description
Profile Update to IGT	Once profiles are updated in OPERA Cloud, an update is generated to IGT.
Reservation Notifications to IGT	Once reservations are created or updated in OPERA Cloud, an update is generated to IGT.
Preferred Name Included	Profile Enrollment, Profile Download, and Profile Update have been updated to include the preferred name field to and from IGT.
Credit Account Included	Profile Download has been updated to include the credit account field from IGT.
Ability to Process Multiple Posting Transactions	Comp Posting has been updated to support multiple transactions at once for IGT and Aristocrat Oasis.
Profile Enrollment	IGT membership level is now visible in OPERA Cloud after enrolling the guest into IGT.

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Feature	Description
Konami Player Lookup	Added the ability to search in SYNKROS by membership number.
Aristocrat Oasis Player Lookup	Added the ability to search in Oasis by membership number.
Aristocrat Oasis Player Download	The area code and phone number are now being concatenated when the phone number is separated in these two fields in Oasis.
Aristocrat Oasis Player Download	When the phone number value is empty in Oasis, no phone related information is sent to OPERA Cloud.
IGT Comp Posting	Reservation details can now be fetched from OPERA Cloud.