

Oracle Hospitality OPERA Cloud Gaming Integration Release Readiness Guide



Release 25.5
G39072-01
August 2025

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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
August 2025	Release 25.5

1

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	23.5	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.
CMP	CMP 13.0.11.5 - Envoy 2.0	Only applicable if your PTS is provided by Light & Wonder
ACSC	ACSC 13.6.8.2 - Envoy 2.0	Only applicable if your PTS is provided by Light & Wonder

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 dates.
- Profile Updates to PTS, to update or create profile information on the PTS system
- Reservation Notifications, to notify the PTS system about reservation creation or changes

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.
- Async Comp Posting, for bulk processing a list of comp posting transitions, normally used in the end-of-day process

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What's New for OPERA Cloud Gaming Integration

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

Release 25.5 — July 2025

PTS	Feature	New or Updated	Description
Light & Wonder CMP/ACSC	Profile Lookup	Updated	Added profile lookup functionality for Light & Wonder ACSC. Added Request-ID element in ACSC request.
Light & Wonder CMP/ACSC	Profile Download	Updated	Added profile download functionality for Light & Wonder ACSC. Added Request-ID element in ACSC request.
Light & Wonder CMP/ACSC	Profile Enrollment	Updated	Added profile enrollment functionality for Light & Wonder ACSC. Updated mappings to send primary contact details to ACSC for player enrollment.
Light & Wonder CMP/ACSC	Profile Statistics	Updated	Added profile statistics functionality for Light & Wonder ACSC. Added Request-ID element in ACSC request.
Light & Wonder CMP/ACSC	Event Fetch	Updated	Added event fetch functionality for Light & Wonder ACSC.
Light & Wonder CMP/ACSC	Approve Comp Posting	Updated	Added approve comp posting functionality for Light & Wonder ACSC. Enhance the Comp Posting process to utilize the 'Commit the Transfer of Funds' and 'Issue Player Comp' APIs.
Light & Wonder CMP/ACSC	Reverse Comp Posting	Updated	Added reverse comp posting functionality for Light & Wonder ACSC. Enhance the Comp Posting process to utilize the 'Commit the Transfer of Funds' and 'Issue Player Comp' APIs.
Light & Wonder CMP/ACSC	Players Offers	Updated	Added profile offers functionality for Light & Wonder ACSC.

Release 25.4 — July 2025

PTS	Feature	New or Updated	Description
Aristocrat Oasis 360	Reverse Comp Posting	Updated	Updated Reverse Comp Posting now utilizes the same Player Account Type as used in Comp Posting Approvals.

Release 25.2 — May 2025

PTS	Feature	New or Updated	Description
IGT ADI	Comp Redemption	Updated	<ul style="list-style-type: none"> Added Comp Redemption functionality for IGT ADI.
			<div> <i>Note</i> Comp redemption code adapted to fulfill 10 character OPERA limit. </div>
IGT ADI	Automatically updated OPERA's Lookup from DVM	New	Automatically updated the OPERA's Lookups in OIC from DVM configured in the Outbound configuration based on OPERA API.
IGT ADI	Get Statistics updated for IGT	Updated	Player statistics operations should merge "PlayerBalances" as well as PlayerStatistics for showing the Player Balances/statistics.
IGT ADI	Rename Gender Lookup	Updated	Renamed Gender Lookup functionality to remove it from DVM automation.
IGT ADI	Profile Protection Update	Updated	Updated Profile protection functionality based on the value from IGT (Credit Account).
IGT ADI	Profile Download	Updated	Made a minor correction to the profile information.
IGT ADI	Profile Enrolment	Updated	<ul style="list-style-type: none"> Support incognito name activated profiles. Add Nationality information.
IGT ADI	Inbound Profile Management	Updated	Add nationality information using OPERANationality DVM.

Release 25.1.2 — May 2025

PTS	Feature	New or Updated	Description
Light & Wonder CMP	Profile Download	Updated	Added Profile restriction functionality for Light & Wonder CMP
Light & Wonder CMP	Comp Posting	Updated	Added association between Folio number and Comp type for Light & Wonder CMP

Release 25.1 — April 2025

PTS	Feature	New or Updated	Description
Light & Wonder CMP	Profile Lookup	New	Added Profile lookup functionality for Light & Wonder CMP
Light & Wonder CMP	Profile Download	New	Added Profile Download functionality for Light & Wonder CMP
Light & Wonder CMP	Player Statistics	New	Added Player Statistics functionality for Light & Wonder CMP

PTS	Feature	New or Updated	Description
Light & Wonder CMP	Player Offers	New	Added Player Offers functionality for Light & Wonder CMP
Light & Wonder CMP	Profile Update	New	Added Profile Update functionality for Light & Wonder CMP
Light & Wonder CMP	Reverse Comp Posting	New	Added Reverse Comp Posting functionality to Light & Wonder CMP
Light & Wonder CMP	Approve Comp Posting	New	Added Approve Comp Posting functionality to Light & Wonder CMP
Light & Wonder CMP	Async Comp Posting	New	Added Async Comp Posting functionality to Light & Wonder CMP


Release 24.7 — December 2024

PTS	Feature	New or Updated	Description
Aristocrat Loyalty	Gen3 migration	New	Migration of the current functionality to OIC Gen3
Aristocrat Loyalty	Reservation Management	New	Added Reservation Management functionality.
Aristocrat Loyalty	Profile Update	New	Added Profile Update functionality.
Aristocrat Loyalty	Multiple Comp Posting	Updated	Handle multiple Comp posting.
Aristocrat Loyalty	Bulk Comp Posting	New	Added Async bulk comp posting for end of day.
Aristocrat Loyalty	Rename Gender Lookup	Updated	Renamed Gender Lookup to remove it from DVM automation.

Release 24.5 — August 2024

PTS	Feature	New or Updated	Description
Aristocrat Oasis 360	Get Comp Redemption	New	Added Comp redemption functionality.
Aristocrat Oasis 360	Automatically update OPERA's Lookup from DVM	New	Based on OPERA API, automatically updated the OPERA's Lookup in Oracle Integration Cloud from Data Value Mapping configured in the Outbound configuration.

Release 24.6 — December 2024

PTS	Feature	New or Updated	Description
IGT ADI	Comp Redemption	New	Added Comp Redemption functionality
<div>  Note It is recommended to use Comp Redemption Code configured within 20 char limit, exceeding the limit trims the value when it reaches to OPERA Cloud. </div>			
IGT ADI	Automatically updated OPERA's Lookup from DVM	New	Automatically updated the OPERA's Lookups in OIC from DVM configured in the Outbound configuration based on OPERA API.
IGT ADI	Get Statistics updated for IGT	Updated	Player statistics operations should merge "PlayerBalances" as well as PlayerStatistics for showing the Player Balances/statistics.
IGT ADI	Rename Gender Lookup	Updated	Renamed Gender Lookup to remove it from DVM automation.
IGT ADI	Profile Protection Update	Updated	Updated Profile protection based on the value from IGT (Credit Account).

Release 24.2 — June 2024

Feature	Description
Support Oasis redemption process for comp posting and comp redemption	Added option to use the redemption API instead of the transaction API of Aristocrat Oasis.
Integrate Async Comp Posting for Aristocrat Oasis	Bulk Async Comp Posting functionality for end of day is available for Aristocrat Oasis
Send profile updates to Oasis	Send all the profile information updates from OPERA Cloud to Aristocrat Oasis.
Dynamically update lookup values for membership type	Added a way to update lookup for membership type automatically.

Release 24.1 — February 2024

Feature	Description
Reservation Notifications to IGT	Shared Reservations are now enabled.
"End of Day" Comp Postings	IGT integrations now support the "End of Day," which means that bulk Comps can be posted. To use this feature, the OPERA Cloud version must be at least 23.4.7 or 23.5.2.

Release 23.12.1 — February 2024

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.

Release 23.6.1 — August 2023

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.