

Oracle Hospitality Integration Platform

Property Systems - Guest Messages



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Contents

1	Business Context	
2	Prerequisites	
3	Configurations	
4	Workflows	
	Workflow: External System Posts a New Guest Message to the PMS for a Specific Reservation	1
	Workflow: Get Guest Message	4
	Workflow: Delete Guest Message	7
	Workflow: OPERA Cloud PMS Creates a Guest Message and Sends a Notification to the External System	11
	Workflow: OPERA Cloud PMS Creates a Guest Message and Immediately Sends the Full Message Text to the External System	14
	Workflow: OPERA Cloud PMS Creates a Guest Message and Immediately Sends the Full Message Text to the External System	18
5	Anti-Patterns	
6	Key Terminology	
7	FAQ	

Preface

This implementation guide describes the configurations, workflows, and use cases for guest messages between OPERA Cloud and a connected partner system.

Audience

This guide is intended for customers and partners who develop applications with the Oracle Hospitality Integration Platform.

Documentation

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

Revision History

Date	Description of Change
March 2026	Initial publication

1

Business Context

The Guest Messages function can be enabled for a hotel and allows messages to be set for reservations before or during a guest's stay. Messages can be created by hotel staff and are linked to the guest's reservation.

Guest messages for a reservation can be printed to paper, passed over as text messages to a phone number, or sent to an integrated system that stores the message and displays it on a device in the guest's room or directly to a guest's own device (for example, a mobile phone).

External systems connected to OPERA Cloud Property Management System (PMS) can also create guest messages and pass them to OPERA Cloud, where they are stored and linked to the guest's reservation.

This implementation guide describes the following use cases for guest messages between OPERA Cloud and a connected partner system and describes the API operations to use for proper functionality.

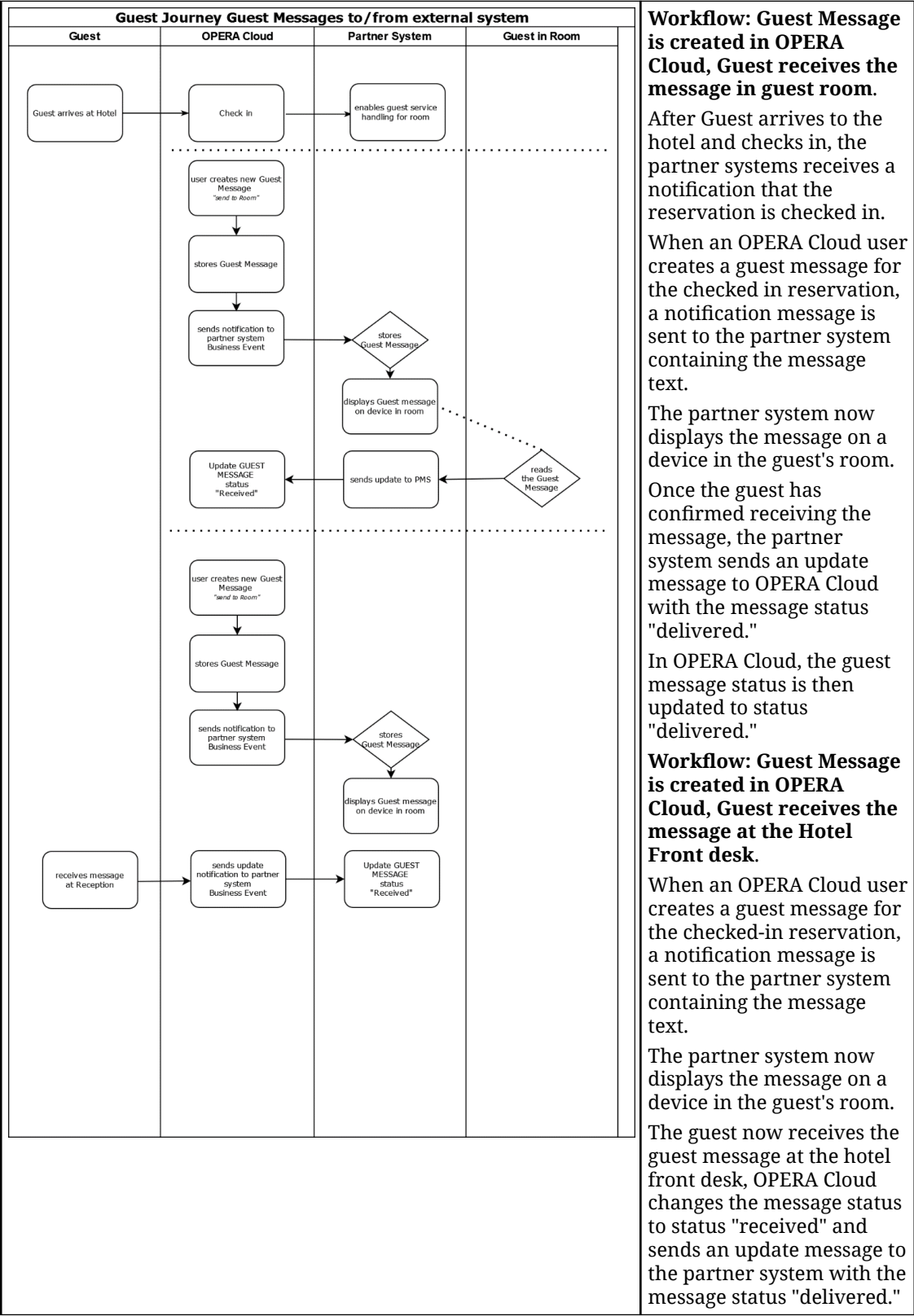
Use Case	API Operation
Actions Initiated by the External System:	
External system posts a new guest message to the PMS for a specific reservation checked in to store the message. The message will be available to show the guest at reception.	Use the API operation post GuestMessages .
The external system retrieves the current guest messages associated with a specific reservation in the PMS and displays them on the guest room device.	Use the API operation get Reservations with <code>fetchInstructions</code> <code>GuestMessages</code> .
The external system updates the status of an existing guest message linked to the PMS for a specific reservation (for example, set to "delivered").	Use the API operation put GuestMessages with <code>GuestMessageId</code> .
The external system deletes a guest message from the PMS for an existing reservation.	Use the API operation Delete GuestMessage by <code>GuestMessageId</code> .
Actions Initiated by OPERA Cloud PMS:	
OPERA Cloud PMS creates a guest message and sends a notification to the external system.	Use the Streaming Event INTERFACE STATUS UPDATE .
OPERA Cloud PMS creates a guest message and immediately sends the full message text to the external system.	Use the Streaming Event NEW GUEST MESSAGE .
OPERA Cloud PMS updates the status of an existing guest message linked in the PMS for a specific reservation (for example, set to "delivered" or "Not delivered").	Use the Streaming Event UPDATE GUEST MESSAGE .
OPERA Cloud PMS deletes a guest message from the PMS for an existing reservation.	Use the Streaming Event DELETE GUEST MESSAGE .

To execute above actions, use the OHIP **guestMessages** operations (see [Postman examples](#)). A workflow walking you through these messages is available on the APIs tab.

For the above actions, OPERA Cloud generates the following Business Events: **INTERFACE STATUS UPDATE**, **NEW GUEST MESSAGE**, **UPDATE GUEST MESSAGE**, and **DELETE**

GUEST MESSAGE. You can receive these events when you subscribe to them under the Reservation module. See the Business Events and Streaming use case article for more information.

Guest Journey Workflow



Disclaimer

Please note that the API usage and capabilities are subject to change. You can find more information about API versioning in the [Versioning](#) chapter of the Oracle Hospitality Integration Platform (OHIP) User Guide. For the most comprehensive and up-to-date information, including additional query parameters and detailed descriptions, always refer to the latest API specifications in [GitHub](#). This will ensure that you are accessing the most current and complete set of features available.

2

Prerequisites

The following prerequisites are required for completing the configurations and workflows in this guide.

Recommended Tools

The following software tools are recommended for completing the steps outlined in this guide.

Tool	Description	Links
Github	A Github repository containing both Oracle Hospitality REST API specifications and accompanying Postman Collections.	Documentation Tool
Postman Collections	In the postman-collections folder in Github, you can download and use the Postman Collections associated to the use cases explained in this guide.	Documentation Tool
GraphiQL	To better visualize the streaming API, a playground application is available that uses a tool called GraphiQL.	Documentation Tool
Node Reference Implementation	A reference implementation for the Streaming API in Node JS.	Tool

Environment

The following environment and modules are required to perform the OPERA Cloud API Business cases described in this guide.

OPERA Cloud Platform Module	Description	Minimum Version
OPERA Cloud Services	The customer must have a subscription to OPERA Cloud Foundation.	23.5.x.x
Oracle Hospitality Integration Platform (OHIP)	For customers, OHIP is included in the subscription to OPERA Cloud Foundation. Partners need a subscription to Oracle Hospitality Integration Cloud Service.	The latest released version. OHIP is a single version product.
OPERA Environment has Streaming API enabled	Optional: When a partner or customer wants to retrieve Business Events through the Streaming API.	

3

Configurations

To start calling Property APIs, you must perform the following tasks:

- [Accessing the Oracle Hospitality Integration Platform Developer Portal](#)
- [Registering an Application](#)

OPERA Cloud PMS Prerequisites for Using Guest Messages:

- The OPERA Cloud Function "**Messages** (*activates Guest Message functionality*)" must be active.
- Activate the function in /Applications/OPERA Controls/Reservations/Messages.
- Use the **OperationId: getOperaParameters** to check if the parameter is already enabled.
- Example: GET {{HostName}}/ent/config/v1/settings?hotelId={{HotelId}}¶meterNameWildcard=Messages

Streaming Business Events for Guest Message

- To retrieve Streaming Business Events, subscribe to **NEW GUEST MESSAGE**, **UPDATE GUEST MESSAGE**, and **DELETE GUEST MESSAGE**.
- Ensure the GraphQL subscription contains the primaryKey element. The primaryKey value equals reservationId in these events, allowing the partner system to link the event to the reservation.
- The reservationId is required in all guestMessage API operations (POST, PUT, DELETE).
- For configuration details, see [Streaming APIs](#) in the OHIP User Guide.

Retrieve OPERA Cloud Rooms Configured for a Property

To retrieve the defined rooms and its details from OPERA Cloud, use the **Get Rooms** operation.

Description	Operation
Get the configured Rooms in OPERA Cloud that will be used for Guest Messages. Physical rooms are those where guests stay and where devices receive Guest Messages; set the search filter physical = true. If the room shows "pseudo": false in the response, it is not a pseudo room. Pseudo rooms do not exist physically and are used for other purposes; however, based on external system setup, Guest Messages can also be sent for reservations in pseudo rooms (for example, into Conference Rooms set up as pseudo rooms).	Get Rooms GET {{HostName}}/rm/config/v1/hotels/{{HotelId}}/rooms?physical=true 200 response <pre>{ "rooms": [{ "room": [{ "roomType": { "pseudo": false, "suite": false, "roomClass": "ALL", "houseKeeping": true, "maximumOccupancy": 6, "accessible": false, "roomType": "CLASSIC", "meetingRoom": false }, "roomDescription": "Classic Room", "description": { "defaultText": "Classic Room", "translatedTexts": [] }, "accessible": false, "roomId": "001", "meetingRoom": false, "roomComponents": [], "rateCode": "1-MBOERACK", "rateAmount": {}, "maximumOccupancy": 6, "ownerRoom": false, "keyOptions": [], "turndownService": false, "roomSection": {} }, { "roomType": { "pseudo": false, "suite": false, "roomClass": "ALL", "houseKeeping": true, "maximumOccupancy": 6, "accessible": false, "roomType": "CLASSIC", "meetingRoom": false }, "roomDescription": "Classic Room",</pre>



Note

Room numbers have a digit in the zero's

[illegible]

Description	Operation
connect ing system to handle this. There is no translation ever since there	<pre>"houseKeeping": true, "maximumOccupancy": 6, "accessible": false, "roomType": "CLASSIC", "meetingRoom": false }, "roomDescription": "Classic "description": { "defaultText": "Classic "translatedTexts": [] }, "accessible": false, "roomId": "02", "meetingRoom": false, "roomComponents": [], "rateAmount": {}, "maximumOccupancy": 6, "ownerRoom": false, "keyOptions": [], "turndownService": false, "roomSection": {} }, { "roomType": { "pseudo": false, "suite": false, "roomClass": "ALL", "houseKeeping": true, "maximumOccupancy": 6, "accessible": false, "roomType": "CLASSIC", "meetingRoom": false }, "roomDescription": "Classic "description": { "defaultText": "Classic "translatedTexts": [] }, "accessible": false, "roomId": "1", "meetingRoom": false, "roomComponents": [], "rateAmount": {}, "maximumOccupancy": 6, "ownerRoom": false, "keyOptions": [], "turndownService": false,</pre>

Description	Operation
m o v e l e a d i n g z e r o s o r p r e f i x e s.	"roomSection": {} }, { "roomType": { "pseudo": false, "suite": false, "roomClass": "ALL", "houseKeeping": true, "maximumOccupancy": 6, "accessible": false, "roomType": "CLASSIC", "meetingRoom": false }, "roomDescription": "Classic Room", "description": { "defaultText": "Classic Room", "translatedTexts": [] }, "accessible": false, "roomId": "100", "meetingRoom": false, "roomComponents": [], "rateCode": "EURO", "rateAmount": { "amount": 100 }, "maximumOccupancy": 6, "ownerRoom": false, "keyOptions": [], "turndownService": false, "roomSection": {} }, { "roomType": { "pseudo": false, "suite": false, "roomClass": "ALL", "houseKeeping": true, "maximumOccupancy": 6, "accessible": false, "roomType": "CLASSIC", "meetingRoom": false }, "roomDescription": "Classic Room", "description": { "defaultText": "Classic Room", "translatedTexts": []

Description	Operation
	<pre>}, "accessible": false, "roomId": "101", "meetingRoom": false, "roomComponents": [], "rateAmount": {}, "maximumOccupancy": 6, "ownerRoom": false, "keyOptions": [], "turndownService": false, "roomSection": {} }, { "roomType": { "pseudo": false, "suite": false, "roomClass": "ALL", "houseKeeping": true, "maximumOccupancy": 6, "accessible": false, "roomType": "CLASSIC", "meetingRoom": false }, "roomDescription": "Classic Room", "description": { "defaultText": "Classic Room", "translatedTexts": [] }, "accessible": false, "roomId": "102", "meetingRoom": false, "roomComponents": [], "rateAmount": {}, "maximumOccupancy": 6, "ownerRoom": false, "keyOptions": [], "turndownService": false, "roomSection": {} }, { "roomType": { "pseudo": false, "suite": false, "roomClass": "ALL", "houseKeeping": true, "maximumOccupancy": 6, "accessible": false, "roomType": "CLASSIC", "meetingRoom": false</pre>

Description	Operation
	<pre>}, "roomDescription": "Classic Room", "description": { "defaultText": "Classic Room", "translatedTexts": [] }, "accessible": false, "roomId": "103", "meetingRoom": false, "roomComponents": [], "rateAmount": {}, "maximumOccupancy": 6, "ownerRoom": false, "keyOptions": [], "turndownService": false, "roomSection": {} },], "hotelId": "{{HotelId}}" }], "links": [] }}</pre>

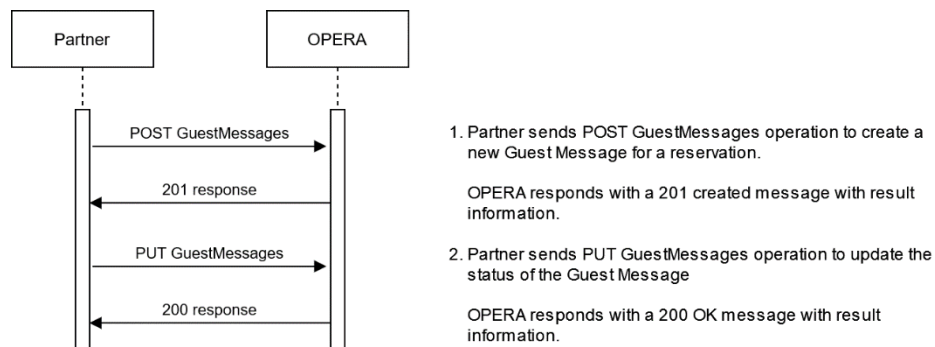
4

Workflows

Workflow: External System Posts a New Guest Message to the PMS for a Specific Reservation

External system updates the status of an existing guest message linked in the PMS for a specific reservation (for example, set to "delivered").

Sequence Diagram



Description of Steps:

	Description of Steps	Operation
UC1.1	Use case: External system posts a new guest message to OPERA Cloud for a specific checked-in reservation, so it can be shown to the guest at reception. Use the post guestMessages operation. The API call must contain the hotelId, reservationId, the message text, the message date, the delivery status ("Nr" = not delivered, for a new message). The 201 response contains the OPERA Cloud Message Id. Store this value and include it in all subsequent update or delete operations.	POST guestMessages New Guest Message from External system POST {{HostName}}/rsv/v1/hotels/{{HotelId}}/reservations/{{reservationId}}/guestMessages body: <pre>{ "hotelId": "{{HotelId}}", "reservationIdList": { "type": "Reservation", "id": "{{reservationId}}" }, "guestMessages": [{ "message": { "messageText": "Dear Mr Guest, Pls call reception. Thank you very much.", "messageDate": "2020-08-31 09:57:20.0", "typeOfMessage": "Tm", "recipient": "", "operator": "PBX System" }, "delivery": { "deliveryStatus": "Nr", "textMessageSentBy": "PBX System" } }] }</pre> Response 201 body: <pre>{ "guestMessages": [{ "message": { "messageText": "Dear Mr Guest, Pls call reception. Thank you very much", "messageDate": "2020-08-31 09:57:20.0", "typeOfMessage": "Tm", "operator": "PBX System", "reservationId": { "type": "Reservation", "id": "2783606" } } }] }</pre>

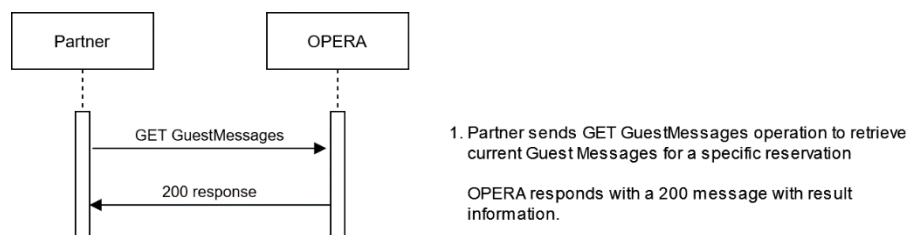
	Description of Steps	Operation
		<pre> }, "delivery": { "deliveryStatus": "Nr", "textMessageSentBy": "PBX System" }, "id": "346998" }], "links": [{ "href": "{{HostName}}/rsv/v1/ hotels/{{HotelId}}/guestMessages", "rel": "self", "templated": false, "method": "GET", "operationId": "getGuestMessages" }, { "href": "{{HostName}}/rsv/v1/ hotels/{{HotelId}}/reservations/2783606/ guestMessages/346998", "rel": "self", "templated": false, "method": "PUT", "operationId": "putGuestMessages" }, { "href": "{{HostName}}/rsv/v1/ hotels/{{HotelId}}/reservations/2783606/ guestMessages/346998", "rel": "self", "templated": false, "method": "DELETE", "operationId": "deleteGuestMessages" }] }</pre>

	Description of Steps	Operation
UC1.2	Use case: External system updates the status of an existing guest message linked in the PMS for a specific reservation (for example set to "delivered"). Use the PUT GuestMessages operation with the related GuestMessage Id. The body must include message elements and delivery elements (deliveryStatus and textMessageSentby). The "deliveryStatus" value can be the following: "Nr" (Message Not delivered) "Mr" (Message delivered) You can change the deliveryStatus for a Guest Message from "Mr" (Message delivered) to "Nr" (Message not delivered) if needed.	PUT GuestMessages Update Guest Message Status PUT {{HostName}}/rsv/v1/hotels/{{HotelId}}/reservations/{{reservationId}}/guestMessages/346998 <pre>{ "hotelId": "{{HotelId}}", "guestMessages": [{ "message": { "messageText": "Dear Mr Guest, Pls call reception. Thank you very much", "messageDate": "2020-08-31 09:57:20.0", "typeOfMessage": "Tm", "recipient": "", "operator": "PBX System" }, "delivery": { "deliveryStatus": "Mr", "textMessageSentBy": "PBX System" } }] }</pre>

Workflow: Get Guest Message

External system requests current guest messages linked in the PMS for a specific reservation to display the messages on the guest room.

Sequence Diagram



Description of Steps:

	Description of Steps	Operation
UC2.1	Use case: External system requests current guest messages for a specific reservation to display the messages on the guest room. Use the getReservations operation with the fetchInstructions parameter = GuestMessages. The response message contains the reservationId, Reservation information, guest profile information, and guest message information. Guest Messages with OPERA Cloud delivery status = "Not Delivered" are returned as not delivered. After the guest confirms receipt on the external system, change the deliveryStatus to "Mr" (Delivered) and notify OPERA Cloud using put GuestMessages (see UC1.2).	GET reservations Retrieve Guest Messages for a Reservation GET {{HostName}}/rsv/v1/hotels/{{HotelId}}/reservations/{{reservationId}}?fetchInstructions=GuestMessages 200 Response: Body: <pre>{ "reservations": { "reservation": [{ "reservationIdList": [{ "id": "2783606", "type": "Reservation" }, { "id": "2211656547", "type": "Confirmation" }], "roomStay": { "arrivalDate": "2020-08-31", "departureDate": "2020-09-01", "expectedTimes": { "reservationExpectedArrivalTime": "2020-08-31 09:53:28.0", "reservationExpectedDepartureTime": "2020-09-01" }, "guarantee": { "guaranteeCode": "CHECKED IN", "shortDescription": "Checked In" } }, "reservationGuests": [{ "profileInfo": { "profileIdList": [{ "id": "1962840", "type":</pre>

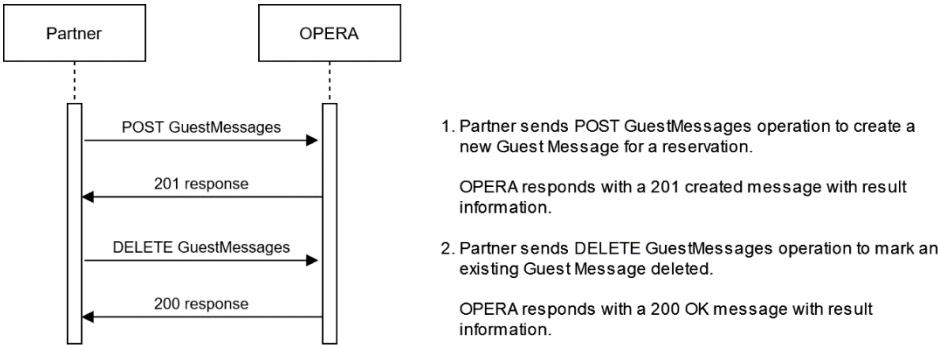
	Description of Steps	Operation
		<pre> "Profile" }], "profile": { "customer": { "personName": [{ "givenName": "Light Test", "surname": "Message", "nameType": "Primary" }] }, "primary": true }, "extSystemSync": false, "guestMessages": [{ "message": { "messageText": "Dear Mr Guest, Pls call reception. Thank you very much", "messageDate": "2020-08-31 11:57:20.0", "typeOfMessage": "Tm", "recipient": "Message, Light Test" }, "delivery": { "deliveryStatus": "Nr" }, "id": "346998" }], "hotelId": "{{HotelId}}", "reservationStatus": "InHouse", "createDateTime": "2025-05-14 07:52:12.0", "preRegistered": false, "allowMobileCheckout": false } </pre>

	Description of Steps	Operation
		<pre>] }, "masterInfoList": [], "links": [{ "href": "{{HostName}}/rsv/v1/ hotels/{{HotelId}}/reservations/2783606", "rel": "self", "templated": false, "method": "PUT", "operationId": "putReservation" }, { "href": "{{HostName}}/rsv/v1/ hotels/{{HotelId}}/reservations/2783606/ cancellations", "rel": "self", "templated": false, "method": "POST", "operationId": "postCancelReservation" }, { "href": "{{HostName}}/fof/v1/ hotels/{{HotelId}}/reservations/2783606/ roomAssignments", "rel": "self", "templated": false, "method": "POST", "operationId": "postRoomAssignment" }] } </pre>

Workflow: Delete Guest Message

External system deletes a guest message from the PMS for an existing reservation.

Workflow Diagram



Description of Steps:

	Description of Steps	Operation
UC3.1	Use case: External system posts a new guest message to the PMS for a specific reservation checked in to store the message. The message will be available to show to the guest at reception. Use the post guestMessages operation.	POST GuestMessage New Guest Message POST {{HostName}}/rsv/v1/hotels/{{HotelId}}/reservations/{{reservationId}}/guestMessages body: <pre>{ "hotelId": "{{HotelId}}", "reservationIdList": { "type": "Reservation", "id": "{{reservationId}}" }, "guestMessages": [{ "message": { "messageText": "Dear Mr Guest, This message is a test", "messageDate": "2020-08-31 11:37:20.0", "typeOfMessage": "Tm", "recipient": "", "operator": "PBX System" }, "delivery": { "deliveryStatus": "Nr", "textMessageSentBy": "PBX System" } }] }</pre> 201 response: body: <pre>{ "guestMessages": [{ "message": { "messageText": "Dear Mr Guest, This message is a test", "messageDate": "2020-08-31 11:37:20.0", "typeOfMessage": "Tm", "operator": "PBX System", "reservationId": { "type": "Reservation", "id": "2783606" } }, "delivery": {</pre>

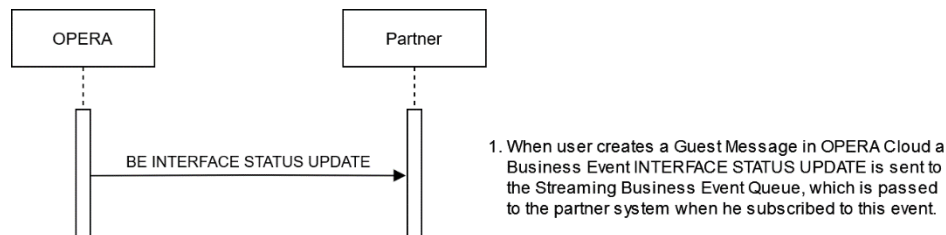
	Description of Steps	Operation
		<pre> "deliveryStatus": "Nr", "textMessageSentBy": "PBX System" }, "id": "347000" }], "links": [{ "href": "{{HostName}}/rsv/v1/ hotels/{{HotelId}}/guestMessages", "rel": "self", "templated": false, "method": "GET", "operationId": "getGuestMessages" }, { "href": "{{HostName}}/rsv/v1/ hotels/{{HotelId}}/reservations/2783606/ guestMessages/347000", "rel": "self", "templated": false, "method": "PUT", "operationId": "putGuestMessages" }, { "href": "{{HostName}}/rsv/v1/ hotels/{{HotelId}}/reservations/2783606/ guestMessages/347000", "rel": "self", "templated": false, "method": "DELETE", "operationId": "deleteGuestMessages" }] }</pre>

	Description of Steps	Operation
UC3.2	Use case: External system deletes a guest message for an existing reservation. Use the DELETE GuestMessages operation with the related Guest Message Id as received from OPERA Cloud. Once OPERA Cloud receives a DELETE GuestMessages operation, the related Message will be deleted from the reservation and will not be visible anymore in OPERA Cloud.	DELETE GuestMessage Delete Guest Message DELETE {{HostName}}/rsv/v1/hotels/{{HotelId}}/reservations/{{reservationId}}/guestMessages/347000 Response 200 OK

Workflow: OPERA Cloud PMS Creates a Guest Message and Sends a Notification to the External System

Use case for systems that cannot display the whole Guest Message but can indicate to the guest that a new message is available (for example, a light).

Workflow Diagram



Description of Steps:

	Description of Steps	Operation
UC4.1	Use case: A user creates a guest message in OPERA Cloud, which sends a notification to the external system that a new undelivered Guest Message is available for this reservation. Subscribe to the Streaming Business Event INTERFACE STATUS UPDATE to receive notification that a new Guest Message is available for a room/reservation. The notification message contains the element "MESSAGE LIGHT NOTIFICATION" with values "Message light off" and "Message light on." "Message light off" indicates, no undelivered Guest Messages. "Message light on" indicates undelivered Guest Messages exist. "oldValue": "Message light off," "newValue": "Message light on," "elementName": "MESSAGE LIGHT NOTIFICATION" This Business Event is recommended to use when the external system has no means to display the full guest message in the guest room. The partner can now act and turn on an indicator in the room (for example, a light on the phone set or on the TV), so the guest recognizes there are new messages for him. The guest can now call or walk to the reception and retrieve the Guest messages. When the external system can display the guest message text on demand, it can retrieve guest messages (either automatically or at the guest's request) by using the OHIP API operation Get Reservation	Streaming BE INTERFACE STATUS UPDATE Notify Partner for new Guest Message Streaming BE INTERFACE STATUS UPDATE JSON: <pre>{ "id": "43656865784565746897896967856", "type": "next", "payload": { "data": { "newEvent": { "metadata": { "offset": "33702" }, "moduleName": "RESERVATION", "primaryKey": "244761", "eventName": "INTERFACE STATUS UPDATE", "detail": [{ "oldValue": "On", "newValue": "On", "elementName": "CLASS OF SERVICE" }, { "oldValue": "Do not disturb off", "newValue": "Do not disturb off", "elementName": "DO NOT DISTURB" }, { "oldValue": "", "newValue": "", "elementName": "GAMES RIGHTS" }, { "oldValue": "Phone IFC Incl Minibar Rights (offline)", "newValue": "Phone IFC Incl Minibar Rights (offline)", "elementName": "IFC NAME" }, { "oldValue": "481", "newValue": "481", "elementName": "IFC NUMBER" }] } } } }</pre>

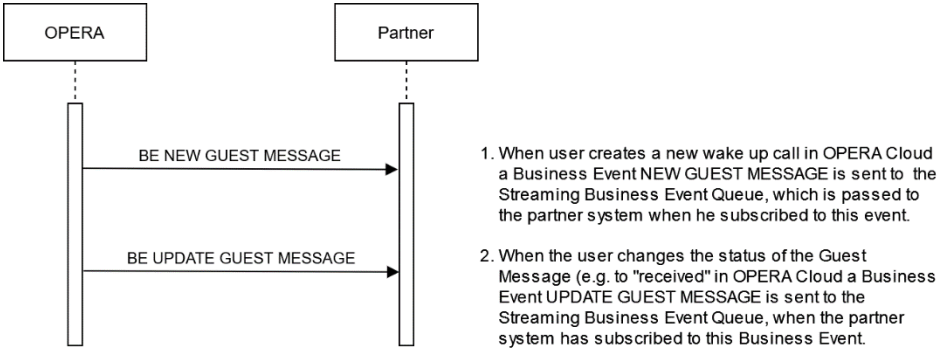
	Description of Steps	Operation
	Guest Messages (see U.C.1.2) or by subscribing to the Streaming Business Events NEW/UPDATE/DELETE GUEST MESSAGE .	<pre> }, { "oldValue": "PBX", "newValue": "PBX", "elementName": "IFC TYPE" }, { "oldValue": "Message light off", "newValue": "Message light on", "elementName": "MESSAGE LIGHT NOTIFICATION" }, { "oldValue": "Minibar open", "newValue": "Minibar open", "elementName": "MINIBAR RIGHTS" }, { "oldValue": "244761", "newValue": "244761", "elementName": "RESERVATION NAME ID" }, { "oldValue": "205", "newValue": "205", "elementName": "ROOM" }, { "oldValue": "", "newValue": "", "elementName": "TV RIGHTS" }, { "oldValue": "2025-05-15", "newValue": "2025-05-15", "elementName": "UPDATE DATE" }, { "oldValue": "09:50:20", </pre>

	Description of Steps	Operation
		<pre>"newValue": "09:53:32", "elementName": "UPDATE TIME" }, { "oldValue": "", "newValue": "", "elementName": "VIDEO RIGHTS" }, { "oldValue": "", "newValue": "", "elementName": "WEB RIGHTS" } }]</pre>

Workflow: OPERA Cloud PMS Creates a Guest Message and Immediately Sends the Full Message Text to the External System

- OPERA Cloud PMS updates the status of an existing guest message linked in the PMS for a specific reservation (for example, set to "delivered" or "Not delivered").
- OPERA Cloud PMS deletes a guest message from the PMS for an existing reservation.

Workflow Diagram



Description of Steps:

	Description of Steps	Operation
UC5.1	Use case: A user creates a guest message in OPERA Cloud, which then sends a Business Event message to the external system containing the full Guest Message text and status. Subscribe to the Streaming Business Event NEW GUEST MESSAGE to receive the information for a new Guest Message containing the full Guest Message text and status once it has been entered in OPERA Cloud. The external system can then display the Guest Message text in the guest room. The Business Event message contains the Guest message text, which the receiving system can display to the Guest. It also contains the delivery status. <pre>{ "oldValue": "", "newValue": "NR", "elementName": "DELIVERY STATUS" },</pre> Beside the Business Event Name, the value "NR" in the "newValue": element indicates the status of the message. The element "primaryKey": contains the reservationId which must be used to send an updated status message (see above use cases UC1.3 / UC1.4).	Streaming BE NEW GUEST MESSAGE Guest Message from OPERA UI Streaming BE New Guest Message JSON: <pre>{ "id": "43656865784565746897896967856", "type": "next", "payload": { "data": { "newEvent": { "metadata": { "offset": "33701" }, "moduleName": "RESERVATION", "primaryKey": "244761", "eventName": "NEW GUEST MESSAGE", "detail": [{ "oldValue": "CHECKED IN", "newValue": "CHECKED IN", "elementName": "RESERVATION STATUS" }, { "oldValue": "205", "newValue": "205", "elementName": "ROOM" }, { "oldValue": "", "newValue": "NR", "elementName": "DELIVERY STATUS" }, { "oldValue": "", "newValue": "Message Test, Guest", "elementName": "GUEST NAME" }, { "oldValue": "", "newValue": "2025-05-15", "elementName": "MESSAGE DATE" }] } } } }</pre>

	Description of Steps	Operation
		<pre> { "oldValue": "", "newValue": "35550", "elementName": "MESSAGE ID" }, { "oldValue": "", "newValue": "This is a test message generated in OPERA Cloud - Guest Message", "elementName": "MESSAGE TEXT" }, { "oldValue": "", "newValue": "TM", "elementName": "MESSAGE TYPE" }, { "oldValue": "", "newValue": "OHIPLABMBOESEL", "elementName": "USER NAME" }] } }</pre>

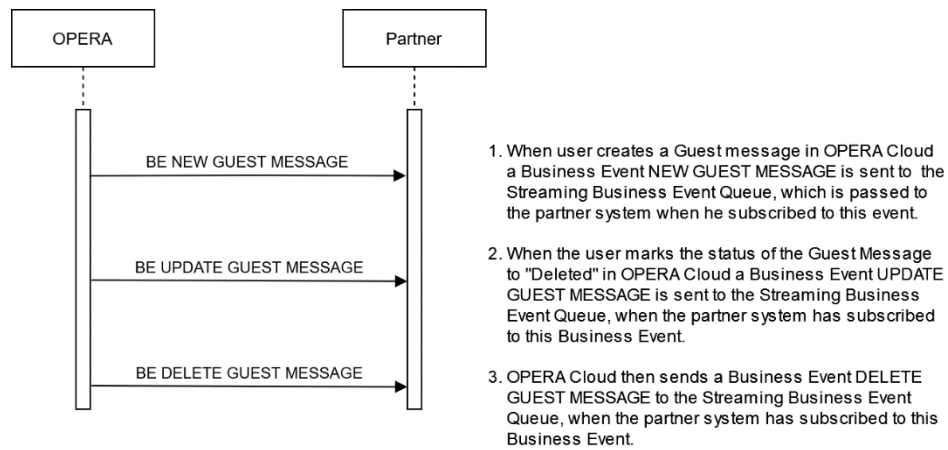
	Description of Steps	Operation
UC5.2	Use case: A user updates the status of an existing guest message linked to OPERA Cloud for a specific reservation (for example, set to "delivered" or "Not delivered"). The most common case for updating the Guest Message is when the guest receives a message at the Front desk of the hotel (informed that there is a message waiting), or when the Guest Message text has been adjusted. Subscribe to the Streaming Business Event UPDATE GUEST MESSAGE to receive the information for an update of an existing Guest Message once it has been completed in OPERA Cloud. The partner system receiving this Business Event verifies the element subfields "oldValue": and "newValue": to identify the data that has been updated.	Streaming BE UPDATE GUEST MESSAGE Guest Message Delivered Streaming BE UPDATE GUEST MESSAGE JSON: <pre>{ "id": "43656865784565746897896967856", "type": "next", "payload": { "data": { "newEvent": { "metadata": { "offset": "33800" }, "moduleName": "RESERVATION", "primaryKey": "244761", "eventName": "UPDATE GUEST MESSAGE", "detail": [{ "oldValue": "CHECKED IN", "newValue": "CHECKED IN", "elementName": "RESERVATION STATUS" }, { "oldValue": "205", "newValue": "205", "elementName": "ROOM" }, { "oldValue": "NR", "newValue": "MR", "elementName": "DELIVERY STATUS" }, { "oldValue": "Message Test, Guest", "newValue": "Message Test, Guest", "elementName": "GUEST NAME" }, { "oldValue": "2025-05-15", "newValue": "2025-05-15", "elementName":</pre>

	Description of Steps	Operation
		<pre>"MESSAGE DATE" }, { "oldValue": "35550", "newValue": "35550", "elementName": "MESSAGE ID" }, { "oldValue": "This is a test message generated in OPERA Cloud - Guest Message", "newValue": "This is a test message generated in OPERA Cloud - Guest Message", "elementName": "MESSAGE TEXT" }, { "oldValue": "TM", "newValue": "TM", "elementName": "MESSAGE TYPE" }, { "oldValue": "OHIPLABMBOESEL", "newValue": "OHIPLABMBOESEL", "elementName": "USER NAME" }] }</pre>

Workflow: OPERA Cloud PMS Creates a Guest Message and Immediately Sends the Full Message Text to the External System

OPERA Cloud PMS deletes a guest message from the PMS for an existing reservation.

Workflow Diagram



Description of Steps:

	Description of Steps	Operation
UC6.1	Use case: User deletes an existing Guest Message from a reservation in OPERA Cloud. Subscribe to the Streaming Business Event DELETE GUEST MESSAGE to receive the information for an update of an existing Guest Message once it has been completed in OPERA Cloud. The example below shows the step to create a new Guest Message in OPERA Cloud, which will trigger the NEW GUEST MESSAGE Business Event with all message information.	Streaming BE NEW GUEST MESSAGE Create New Guest Message Streaming BE NEW GUEST MESSAGE JSON: <pre>{ "id": "43656865784565746897896967856", "type": "next", "payload": { "data": { "newEvent": { "metadata": { "offset": "33979" }, "moduleName": "RESERVATION", "primaryKey": "244761", "eventName": "NEW GUEST MESSAGE", "detail": [{ "oldValue": "CHECKED IN", "newValue": "CHECKED IN", "elementName": "RESERVATION STATUS" }, { "oldValue": "205", "newValue": "205", "elementName": "ROOM" }, { "oldValue": "", "newValue": "NR", "elementName": "DELIVERY STATUS" }, { "oldValue": "", "newValue": "Message Test, Guest", "elementName": "GUEST NAME" }, { "oldValue": "", "newValue": "2025-05-16", "elementName": "MESSAGE DATE" }] } } } }</pre>

	Description of Steps	Operation
	el i v e r y S t a t u s = " N r " c a n b e d e l e t e d. Guest Messages with deliveryStatus ="Mr" can no longer be deleted.	<pre>{ "oldValue": "", "newValue": "35551", "elementName": "MESSAGE ID" }, { "oldValue": "", "newValue": "Please contact Reception desk. We have a letter for you!", "elementName": "MESSAGE TEXT" }, { "oldValue": "", "newValue": "TM", "elementName": "MESSAGE TYPE" }, { "oldValue": "", "newValue": "OHIPLABMBOESEL", "elementName": "USER NAME" }] } }</pre>

	Description of Steps	Operation
UC6.2	Internally OPERA Cloud first changes the deliveryStatus from "Nr" to "Mr" and then sends the UPDATE GUEST MESSAGE Business Event.	Streaming BE UPDATE GUEST MESSAGE UPDATE Guest Message Streaming BE UPDATE GUEST MESSAGE JSON: <pre> { "id": "43656865784565746897896967856", "type": "next", "payload": { "data": { "newEvent": { "metadata": { "offset": "33982" }, "moduleName": "RESERVATION", "primaryKey": "244761", "eventName": "UPDATE GUEST MESSAGE", "detail": [{ "oldValue": "CHECKED IN", "newValue": "CHECKED IN", "elementName": "RESERVATION STATUS" }, { "oldValue": "205", "newValue": "205", "elementName": "ROOM" }, { "oldValue": "NR", "newValue": "MR", "elementName": "DELIVERY STATUS" }, { "oldValue": "Message Test, Guest", "newValue": "Message Test, Guest", "elementName": "GUEST NAME" }, { "oldValue": "2025-05-16", "newValue": "2025-05-16", "elementName": </pre>

	Description of Steps	Operation
		<pre>"MESSAGE DATE" }, { "oldValue": "35551", "newValue": "35551", "elementName": "MESSAGE ID" }, { "oldValue": "Please contact Reception desk. We have a letter for you!", "newValue": "Please contact Reception desk. We have a letter for you!", "elementName": "MESSAGE TEXT" }, { "oldValue": "TM", "newValue": "TM", "elementName": "MESSAGE TYPE" }, { "oldValue": "OHIPLABMBOESEL", "newValue": "OHIPLABMBOESEL", "elementName": "USER NAME" }] }</pre>

	Description of Steps	Operation
UC6.3	OPERA Cloud then sends the DELETE GUEST MESSAGE Business Event. Once the Guest message has been deleted from the reservation, it is no longer visible in OPERA Cloud.	Streaming BE DELETE GUEST MESSAGE Delete Guest Message Streaming BE DELETE GUEST MESSAGE JSON: <pre>{ "id": "43656865784565746897896967856", "type": "next", "payload": { "data": { "newEvent": { "metadata": { "offset": "33985" }, "moduleName": "RESERVATION", "primaryKey": "244761", "eventName": "DELETE GUEST MESSAGE", "detail": [{ "oldValue": "CHECKED IN", "newValue": "CHECKED IN", "elementName": "RESERVATION STATUS" }, { "oldValue": "205", "newValue": "205", "elementName": "ROOM" }, { "oldValue": "MR", "newValue": "", "elementName": "DELIVERY STATUS" }, { "oldValue": "Message Test, Guest", "newValue": "", "elementName": "GUEST NAME" }, { "oldValue": "2025-05-16", "newValue": "", "elementName": "MESSAGE DATE" }] } } } }</pre>

	Description of Steps	Operation
		<pre>{ "oldValue": "35551", "newValue": "", "elementName": "MESSAGE ID" }, { "oldValue": "Please contact Reception desk. We have a letter for you!", "newValue": "", "elementName": "MESSAGE TEXT" }, { "oldValue": "TM", "newValue": "", "elementName": "MESSAGE TYPE" }, { "oldValue": "OHIPLABMBOESEL", "newValue": "", "elementName": "USER NAME" }] } }</pre>

5

Anti-Patterns

To learn more about functional and technical anti-patterns, review the [Property APIs](#) chapter in the Oracle Hospitality Integration Platform (OHIP) User Guide.

6

Key Terminology

Term	Description
Guest Message Provisioning	In the OPERA Cloud UI, a Guest Message can be provided to the guest by selecting the following options: Print Message — The message text is printed on paper and not sent to a system handling guest messages on guest rooms. Text — The message is sent to a defined external message provider who then sends the message to a defined guest phone number (SMS/Text) and not to a system handling guest messages on guest rooms. Room — Either a notification or the full message text is sent to a connected external system that can notify or display the message in the guest's room.  Note Only with option "Room" can a Business Event NEW GUEST MESSAGE be sent out.
Message Status	A Guest Message can have one of the supported message statuses in OPERA Cloud PMS: • not delivered — A guest message has been stored in OPERA Cloud, but the guest has not received it. (Received means the guest did not read it or they retrieved it from reception.) • delivered — A guest message has been read by the guest or the guest has received the message from reception. • deleted — A guest message has been deleted, either by a hotel employee in the OPERA Cloud PMS or through an external system. The specific deliveryStatus value for not delivered = "Nr" The specific deliveryStatus value for delivered = "Mr"

Term	Description
Message Id	When an external system sends the post guestMessages operation (as a new Guest Message) to OPERA Cloud PMS, the response (201) message will contain a reference Message Id. This Message Id is sent with every guestMessages operation to reference the guest message to update (on PUT or DELETE guestMessage). <pre>{ "guestMessages": [{ "message": { "messageText": "You have new Voice Mail. Please check your Phone.", "messageDate": "2023-07-07 15:11:31.0", "typeOfMessage": "Tm", "operator": "PBX", "reservationId": { "type": "Reservation", "id": "1023033" } }, "delivery": { "deliveryStatus": "Nr", "textMessageSentBy": "PBX" }, "id": "224997" }], }</pre>
Message with New Line Indicator	Use the \n to define a new line within the messageText string. "messageText": "This is the first line of a message \r\n. This is the second line of the text." In OPERA Cloud, the new line appears when the message is in "Edit" status. Guest Messages ★ Required Field Recipient Message, Light Test ★ Guest Messages This is first line of a message This is second line of the text.

7

FAQ

How can I automatically get updates for changes made to a Guest Message in OPERA Cloud?

Using the Business Event functionality, you can configure OPERA Cloud to send get updates for Guest Messages. See the Business Events and Streaming use case article for more information.

How can I send a notification to OPERA Cloud PMS for a new phone voice message?

With the legacy property interface integrations (for example, using the FIAS Interface specifications), it was possible to notify the Property Management System (PMS) about new voice mail messages on a phone set in the guest's room using a specific message type (RoomEquipment) and related attribute "voice mail" (VM) with value "Y/N." When the PMS received such messages from an external phone system, it automatically created a Guest Message with the default text "You have Voice Message(s)."

With OHIP, this specific voice mail notification message is not available. Instead, the external system can use the REST operation **postGuestMessage** and send it to the PMS system. The message text can be defined as needed.

When the hotel guest called the voice mail on the device in the room, the external system can then send a **put GuestMessage** with the message status = "delivered." This will set the related guest message in OPERA Cloud PMS to "delivered."

How can I learn more about OPERA Cloud Guest Messages functionality?

To learn more about Guest Message functionality, see [Managing Guest Messages](#) in the OPERA Cloud User Guide.