Oracle Hospitality Integration Platform

Property Systems - Wake-Up Calls

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Preface

This guide describes the configurations, workflows, and use cases for wake-up call functionality and activities between OPERA Cloud and the connected partner system. Wake-up calls can be set, viewed, and canceled for individual reservations, for shared guests within a room reservation, or for reservations linked to business blocks. The reservation must be in-house (checked-in status) to schedule a wake-up call. This functionality is supported both with and without integration to an external wake-up call 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
January 2026	Initial publication

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Business Context

Wake-Up Calls in OPERA Cloud PMS

This guide describes the configurations, workflows, and use cases for wake-up call functionality and activities between OPERA Cloud and the connected partner system. Wake-up calls can be set, viewed, and canceled for individual reservations, for shared guests within a room reservation, or for reservations linked to business blocks. The reservation must be in-house (checked-in status) to schedule a wake-up call. This functionality is supported both with and without integration to an external wake-up call system.

OPERA Cloud handles wake-up calls set by its users or by external systems by storing them for informational purposes. This functionality is essential for hotels because it enables the hotel to trace which system scheduled each wake-up call and track the outcome. In the event of a missed wake-up call, guests typically direct their complaints to the hotel reception, making it critical for staff to have clear visibility into the source and status of each wake-up request.

Wake-up call requests/orders can also be set, updated, and deleted in the OPERA Cloud application, and related Business Events send the wake-up calls to connected external systems once they have been entered in OPERA Cloud. This keeps the wake-up calls in the external system until execution.

Disclaimer

The API usage and capabilities are subject to change. More information about API versioning can be found in the Versioning chapter of the Oracle Hospitality Integration Platform 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 ensures you are accessing the most current and complete set of features available.

Who Should Use the Wake-Up API

Wake-up calls should only be created, modified, or deleted by systems that are directly responsible for executing wake-up calls or by middleware systems that interface with those execution systems.

This implementation guide covers the following use cases for wake-up activities between OPERA Cloud and the connected partner system.

	Use Case	API Operation
1	Create new wake-up calls for a checked-in reservation for a specific date and wake time.	Use the POST wakeUpCalls operation
2	Create new wake-up calls for a checked-in reservation for a specific date for multiple wake times (follow-up call).	Use the POST wakeUpCalls operation
3	Create new wake-up calls for a checked-in reservation for multiple days (for example, the entire stay) for a specific wake time.	Use the POST wakeUpCalls operation

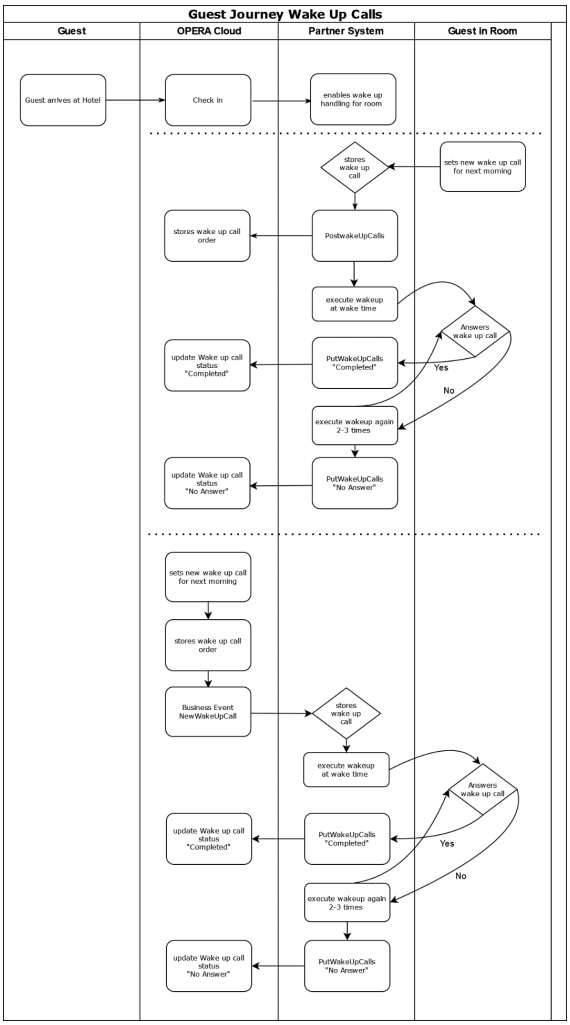
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	Use Case	API Operation
4	Create new wake-up calls for a checked-in reservation for multiple days for multiple wake times (follow-up call).	Use the POST wakeUpCalls operation
5	Update existing wake-up calls with updated status (Result).	Use the PUT wakeUpCalls operation
6	Delete existing wake-up calls.	Use the DELETE wakeUpCalls operation
7	Retrieve the current pending wake-up calls for a property or for a checked in reservation.	Use the GET wakeUpCalls operation
Wake-up call status notification through Streaming Business Events		
8.1	Create a new wake-up call in OPERA Cloud UI.	Use the CREATE WAKE UP CALL Business Event
8.2	Update wake-up call with Result Status COMPLETED in OPERA Cloud UI. Update wake-up call with Result Status NO ANSWER in OPERA Cloud UI.	Use the UPDATE WAKE UP CALL Business Event
9	Delete a wake-up call in OPERA Cloud UI.	Use the DELETE WAKE UP CALL Business Event
10.1	Create multiple wake-up calls for the same day in OPERA Cloud UI.	Use the CREATE WAKE UP CALL Business Event
10.2	Update the wake-up time of a pending follow-up wake-up call in OPERA Cloud UI.	Use the DELETE WAKE UP CALL Business Event Use the CREATE WAKE UP CALL Business Event
10.3	Update wake-up call with Result Status COMPLETED for multiple wake-up calls in OPERA Cloud UI.	Use the UPDATE WAKE UP CALL Business Event

Workflow Diagram:

This functional diagram explains the typical use cases for hotel guests using wake-up calls during their stay.

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Guest journey wake-up calls.

With the guest checking in to the room, the partner system receives a notification and enables the guest to set up wakeup calls using a partner system's device (a phone, TV or other device).

Option1: Guest in-house sets a wake-up call through the partner system.

The partner system stores the wake-up call request internally and sends a notification to OPERA Cloud.

OPERA Cloud also stores the wake-up call against the reservation. The OPERA Cloud user (that is, hotel employee) can then verify if the guest has outstanding wake-up calls.

At wake-up time, the partner systems execute the wake-up call.

If the guest answers the wake-up call (picks up the phone, confirms wake-up on TV, and so on), the partner system sends a notification to OPERA Cloud that the wake-up call is completed.

OPERA Cloud updates the wake-up call status to "Completed."

If the guest does not answer the wake-up call, the partner system can optionally re-execute the wake-up call 2 to 3 times (per defined retry times). In case the guest answers the wake-up call at re-execution, the partner system sends a notification to OPERA Cloud that the wake-up call is completed. OPERA Cloud updates the wake-up call status to "Completed."

If the guest does not answer the wake-up call even after re-execution attempts, the partner system sends a status notification to OPERA Cloud that the wake-up call was not successful (Status No Answer). OPERA Cloud updates the wake-up call status to "No Answer."

Option 2: OPERA Cloud user sets a wake-up call through OPERA Cloud for a guest in house.

OPERA Cloud stores the wake-up call request internally.

In addition, OPERA Cloud sends out a Business Event notification to the partner system. This requires the partner system to subscribe to the Streaming Business Events and specifically the Wake-Up Call Business Events. The partner system stores the wake-up call request.

At wake-up time, the partner systems executes the wake-up call.

If the guest answers the wake-up call (picks up the phone, confirms wake-up on TV, and so on), the partner system sends a notification to

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	OPERA Cloud that the wake-up call is completed. OPERA Cloud updates the wake-up call status to "Completed." If the guest does not answer the wake-up call, the partner system can optionally re-execute the wake-up call 2 to 3 times (per defined retry times). In case the guest answers the wake-up call at re-execution, the partner system sends a notification to OPERA Cloud that the wake-up call is completed. OPERA Cloud updates the wake-up call status to "Completed." If the guest does not answer the wake-up call even after re-execution attempts, the partner system sends a status notification to OPERA Cloud that the wake-up call was not successful (Status No Answer). OPERA Cloud updates the wake-up call status to "No Answer."

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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.	

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3 Configurations

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

- Accessing the Oracle Hospitality Integration Platform Developer Portal
- Managing Interface Users
- Registering an Application

OPERA Cloud PMS Prerequisites for Using Wake-Up Calls

- The OPERA Cloud Function **Wake Up Calls** must be active.
- Activate the function in /Applications/OPERA Controls/FrontDesk/ Wake-Up Calls.

Streaming Business Events for Wakeup Calls

To retrieve the streaming Business Event, the partner system must subscribe to the **CREATE WAKE UP CALL, UPDATE WAKE UP CALL and DELETE WAKE UP CALL** Streaming Business Events.

Ensure that the GraphQL subscription contains the **primaryKey** element. The **primaryKey** value equals the **reservationId** in these events. With this element, the partner system can link the Business Event to the reservation.

The **reservationId** is required in all wakeUpCalls API operations (POST, PUT, DELETE).

Refer to Streaming APIs in the Oracle Hospitality Integration Platform (OHIP) User Guide for more details on how to configure Streaming Business Events.

Wake-Up Call Time

The **wake-up call time** is always based on the timezone specific to the property.

Retrieve OPERA Cloud Rooms Configured for a Property

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

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Description	Operation
Get the configured Rooms in OPERA Cloud that will be used for wake-up calls. Usually, the Physical rooms are the rooms where Hotel guests reside and would have devices to receive wake-up calls. Therefore, the search filter for the API call would be "physical = true." If the room information shows "pseudo": false in the response, this means the room is not a pseudo room. Pseudo rooms do not physically exist but are used for other purposes, and guests usually do not set wake-up calls for them. **Note** It is possible that room numbers have leading zeroes (0 or 00) or even other prefixes (for example, a letter). OPERA Cloud expects that the connecting system can handle this. There will be no translation/conversion for sending out room numbers without leading zeroes or other prefixes.	Get Rooms **GET {{HostName}}/rm/config/v1/hotels/{{HotelId}}/rooms?physical=true** 200 response `{ "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,`

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Description	Operation
	"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": "002", "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",

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Description	Operation
	"meetingRoom": false }, "roomDescription": "Classic Room", "description": { "defaultText": "Classic Room", "translatedTexts": [] }, "accessible": false, "roomId": "01", "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": "02",

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Description	Operation
	"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": "1", "meetingRoom": false, "roomComponents": [], "rateAmount": {}, "maximumOccupancy": 6, "ownerRoom": false, "keyOptions": [], "turndownService": false, "roomSection": {} }, { "roomType": {

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Description	Operation
	"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,

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Description	Operation
	"roomType": "CLASSIC", "meetingRoom": false }, "roomDescription": "Classic Room", "description": { "defaultText": "Classic Room", "translatedTexts": [] }, "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": [] },

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

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Description	Operation
	``], "hotelId": "{{HotelId}}" }], "links": [] }} ```

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4

Workflows

Workflow: Create New Wake-Up Calls for a Checked-In Reservation and Update Wake-Up Call with Result or New Wake Time

This section describes the following use cases for wake-up functionality:

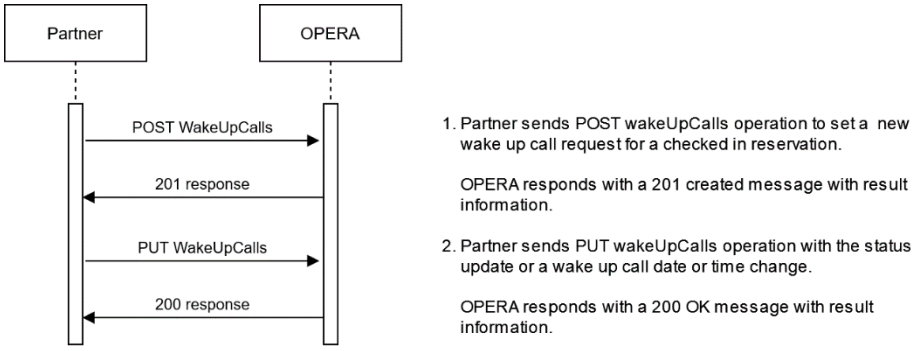
UC1: Create new wake-up calls for a checked-in reservation for a specific date and wake time.

UC2: Create new wake-up calls for a checked-in reservation for multiple days (for example, entire stay) for a specific wake time.

UC3: Create new wake-up calls for a checked-in reservation for a specific date for multiple wake times (follow-up call).

UC4: Create new wake-up calls for a checked-in reservation for multiple days for multiple wake times (follow-up call).

Sequence Diagram



Description of Steps:

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	Description of Steps:	Operation
UC 1.1	**Use case:** **1 - Create new wake-up calls for a checked-in reservation for a specific date and wake time.** Use the **POSTwakeUpCalls** operation to send new wake-up call requests to OPERA Cloud. The operation supports the following settings: • Wake-up call request for a specific day for a specific wake time • Wake-up call request for multiple days for a specific wake time • Wake-up call request for a specific day for multiple wake times (follow-up calls) • Wake-up call request for multiple days at multiple wake times (follow-up calls). See the following use cases for details and examples. It is important to send the HotelId, the reservationId, the room number, and the wake call date and time of the wake-up call created. OPERA Cloud stores the wake-up call internally, so the OPERA Cloud user can see all the wake-up calls set on the partner system. Once OPERA Cloud has stored the new wake-up call request, it responds with a HTTP 201 response. **Note** The new wake date and wake time must be in the future. In case the wake-up call contains a date or time which is past or is outside the reservation stay dates, then the whole wake-up	New wake-up call to OPERA Cloud New wake-up call **POST {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** `{ "calls":[ { "reservationInfo":{ "reservationIdList":[ { "type":"Reservation", "id":"218609" } ], "hotelId":"{{HotelId}}", "room":"202" }, "callTime":"2025-01-17 14:30:00", "instructions": "", "isFollowUpCall":false, "status":"Pending", "timeSpan":{ "startDate":"2025-01-17" } } ] }` **201 Created response**

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	Description of Steps:	Operation
	request will not be accepted.	
UC 1.2	**2 - Update the wake-up time for an existing wake-up.** Use the **PUTwakeUpCalls** operation to update existing wake-up calls with a new wake time. The operation requires the wake date, the old wake call time, and the new wake call time. Ensure that the exact old wake-up call date and time is included in the update request. Once OPERA Cloud has stored the new wake-up call request, it responds with a HTTP 200 response. **Note** The new wake date and wake time must be in the future. In case the wake-up call contains a date or time that is past or is outside the reservation stay dates, then the whole wake-up request will not be accepted.	Update wake-up call to OPERA Cloud with new wake time Update wake-up Call - new wake time `{ "calls":[{ "reservationInfo":{ "reservationIdList":[{ "type":"Reservation", "id":"{{ReservationId}}" }], "hotelId":"{{HotelId}}", "room":"202" }, "callTime":"2025-01-17 14:30:00", "isFollowUpCall":false, "status":"Pending", "timeSpan":{ "startDate":"2025-01-17" }, "newCallTime": "2025-01-17 15:00:00" }] }` **200 response OK**

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	Description of Steps:	Operation
	3 - Update the wake-up call with a positive or negative result Use the **PUTwakeUpCalls** operation to update existing wake-up calls with a new status (result). The allowed status values are: **"Completed"** - for a successfully executed wake-up call. **"No Answer"** - for a wake-up call that has not been answered. Other values will not be recognized or processed by OPERA Cloud. It is important that the update call message contains the wake-up date and wake-up time as used in the wake-up call request. The element "callTime": must have the wake-up date and wake-up call time. **Note** OPERA Cloud expects that the executing wake-up system will send a FINAL status after executing the wake-up call. OPERA Cloud does not expect intermediate status updates for first or second attempts to execute the wake-up call. For example, on execution, the guest does not pick up the wake-up call (No Answer or	Update wake-up call with Result = Completed Update wake-up call - Result Completed **PUT {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** `{ "calls":[ { "reservationInfo":{ "reservationIdList":[ { "type":"Reservation", "id":"{{ReservationId}}" } ], "hotelId":"{{HotelId}}", "room":"202" }, "callTime":"2025-01-17 15:00:00", "isFollowUpCall":false, "status":"Completed", "timeSpan":{ "startDate":"2025-01-17" } } ] }` **200 response OK**

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	Description of Steps:	Operation
	phone is busy).	

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	Description of Steps:	Operation
UC 2.1	**Use case: Create new wake-up calls for a checked-in reservation for multiple days (for example, entire stay) for a specific wake time.** Use the POSTwakeUpCalls operation to notify OPERA Cloud about a new wake-up call set for a wake time on multiple dates. This example shows a wake-up call request for checked-in reservation for wake dates on Jan 25 2025, Jan 26 2025, and Jan 27 2025 for wake time of 09:00. The element "timeSpan": notes the date range of the wake-up call requested. **Note** **In OPERA Cloud UI, separate wake-up calls will be created for each day with a defined wake call time.** The new wake date and wake time must be in the future. If the wake-up call contains a date or time that is past or is outside the reservation stay dates, then the whole wake-up request is not accepted.	wake-up calls - New wake-up call multiple days **POST {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** `{ "calls":[{ "reservationInfo":{ "reservationIdList":[{ "type":"Reservation", "id":"218609" }], "hotelId":"{{HotelId}}", "room":"202" }, "callTime":"2025-01-25 09:00:00", "instructions": "", "isFollowUpCall":false, "status":"Pending", "timeSpan":{ "startDate":"2025-01-25", "endDate":"2025-01-27" } }] }` **200 response OK**

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<table>
<tr><th></th><th>Description of Steps:</th><th>Operation</th></tr>
<tr><td>UC 2.2</td><td>Update / change the wake time for the wake-up call.
Use the PUTwakeUpCalls operation to update existing wake-up calls with a new wake time.
The operation contains the wake date(s), the old wake call time, and the new wake call time.
Ensure that the exact old wake-up call date(s) and time are sent in the update request.
Once OPERA Cloud has stored the new wake-up call request, it responds with a HTTP 200 response.

Note
The new wake date and wake time must be in the future. If the wake-up call contains a date or time that is past or is outside the reservation stay dates, then the entire wake-up request will not be accepted.</td><td>Update wake-up times
PUT {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls

{
"calls":[
{
"reservationInfo":{
"reservationIdList":[
{
"type":"Reservation",
"id":"{{ReservationId}}"
}
],
"hotelId":"{{HotelId}}",
"room":"202"
},
"callTime":"2025-01-25 09:00:00",
"isFollowUpCall":false,
"status":"Pending",
"timeSpan":{
"startDate":"2025-01-25",
"endDate":"2025-01-27"
},
"newCallTime": "2025-01-25 09:15:00"
}
]
}

200 response OK</td></tr>
</table>

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	Description of Steps:	Operation
	Update a wake-up call with a new status (Completed, No Answer) Use the **PUTwakeUpCalls** operation to update an existing wake-up call with a new status (result). Allowed status values are: **"Completed"** for a successfully executed wake-up call. **"No Answer"** for a wake-up call that has not been answered. Other values will not be recognized or processed by OPERA Cloud. It is important that the update call message contains the wake-up date and wake-up time as used in the wake-up call request. The element "callTime": must have the wake-up date and wake-up call time. **Note** OPERA Cloud expects that the executing wake-up system will send a FINAL status after executing the wake-up call. OPERA Cloud does not expect intermedia te status updates for first or second attempts to execute the wake-up call (for example, on execution, the guest does not pick up the wake-up call (No Answer or	Update wake-up status **PUT {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** `{ "calls":[ { "reservationInfo":{ "reservationIdList":[ { "type":"Reservation", "id":"{{ReservationId}}" } ], "hotelId":"{{HotelId}}", "room":"202" }, "callTime":"2025-01-25 09:00:00", "isFollowUpCall":false, "status":"Completed", "timeSpan":{ "startDate":"2025-01-25" } } ] }` **200 response OK**

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	Description of Steps:	Operation
	phone is busy).	
UC 3.1	**Use case: Create new wake-up calls for a checked-in reservation for a specific date for multiple wake times (follow-up call)** Use the **POST wakeUpCalls** operation to create a new wake-up call in OPERA Cloud. This example shows a new wakeup call for **Jan 24 2025 at 13:25** and **follow-up call on the same day at 13:30**. The first wake-up occurs on 24-Jan-2025 at 13:25 ("callTime":); the follow-up call occurs the same day at 13:30 ("followUpCallTime":). **Note** In the OPERA Cloud UI, separate wake-up calls will be created for the defined wake call times.	New wake-up call with a follow-up call to OPERA Cloud wake-up calls - New wake-up call multiple times a day **POST {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** `{ "calls": [{ "reservationInfo": { "reservationIdList": [{ "type": "Reservation", "id": "220210" }], "hotelId": "OHIPSB02" }, "callTime": "2025-01-24 13:25:00", "followUpCallTime": "2025-01-24 13:30:00", "isFollowUpCall": false, "status": "Pending", "instructions": "", "timeSpan": { "startDate": "2025-01-24" }, "newFollowUpCallTime": "2025-01-24 13:30:00" }] }` **200 response OK**

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	Description of Steps:	Operation
UC 3.2	**Update the first wake-up call with status COMPLETED - the Follow-Up call remains Pending**. Use the **PUTwakeUpCalls** operation to notify OPERA Cloud of the first wake-up call being successfully (or unsuccessfully) executed, where the scheduled follow-up call is still remaining (future wake time). In the example, the first wake-up call for **Jan 24 2025 at 13:25** is marked **Completed**, the follow-up call at **same day 13:30** is still **pending**.	**First wake-up call COMPLETED - FUP Call Pending** Wake-up - First wake-up COMPLETED FUP Pending **PUT {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** `{ "calls": [{ "reservationInfo": { "reservationIdList": [{ "type": "Reservation", "id": "220210" }], "hotelId": "OHIPSB02", "room": "205", "roomPhoneNumber": "205", "extensionNumber": "205" }, "callTime": "2025-01-24 13:25:00", "followUpCallTime": "2025-01-24 13:30:00", "isFollowUpCall": false, "status": "Completed", "instructions": "", "timeSpan": { "startDate": "2025-01-24" }, "newCallTime": "2025-01-24 13:25:00", "newFollowUpCallTime": "2025-01-24 13:30:00" }] }` **200 response OK**

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	Description of Steps:	Operation
	Follow-Up Wake-Up Call COMPLETED When the follow-up wake-up call is also successfully executed, notify OPERA Cloud by using the PUTwakeUpCalls operation. In the example, the original wake-up call and the follow-up wake-up call are both marked **Completed**.	**FUP wake-up call COMPLETED** Wake-up FUP wake-up COMPLETED **PUT {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** `{ "calls": [{ "reservationInfo": { "reservationIdList": [{ "type": "Reservation", "id": "220210" }], "hotelId": "OHIPSB02", "room": "205", "roomPhoneNumber": "205", "extensionNumber": "205" }, "callTime": "2025-01-24 13:30:00", "isFollowUpCall": false, "status": "Completed", "instructions": "", "timeSpan": { "startDate": "2025-01-24" }, "newCallTime": "2025-01-24 13:30:00" }] }` **200 response OK**

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	Description of Steps:	Operation
UC 4.1	**Use case: Create new wake-up calls in OPERA Cloud UI for multiple days for multiple call times (follow-up). Result messages sent by partner system.** With the creation of new wake-up calls in OPERA Cloud UI, OPERA generates a **Business Event CREATE wake-up CALL** and provides this in the Streaming Business Event queue when the partner system has subscribed to this Business Event. As the wake-up call is set for multiple days, OPERA will generate ONE Business Event for each Wake date. Each Business Event contains both the initial wake call time and the follow-up wake call time for that wake date. The example shows two Business Events for **CREATE wake-up CALL** for wake time 06:00 a.m. and follow-up call time 06:15 a.m. each day.	BE first wake-up call for first day Wakeup BE Multiple wake-up first day `{` `"id": "436568657845657468978969678 56",` `"type": "next",` `"payload": {` `"data": {` `"newEvent": {` `"metadata": {` `"offset": "22257"` `},` `"primaryKey": "230105",` `"moduleName": "RESERVATION",` `"eventName": "CREATE WAKE UP CALL",` `"detail": [` `{` `"oldValue": "",` `"newValue": "06:15:00",` `"elementName": "FOLLOW UP CALL TIME"` `},` `{` `"oldValue": "",` `"newValue": "2612028",` `"elementName": "RESERVATION CONFIRMATION NUMBER"` `},` `{` `"oldValue": "",` `"newValue": "CHECKED IN",` `"elementName": "RESERVATION STATUS"` `},` `{` `"oldValue": "",` `"newValue": "223",` `"elementName": "ROOM"` `},` `{` `"oldValue": "",` `"newValue": "2025-03-13",` `"elementName":

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	Description of Steps:	Operation
		<pre>"WAKE UP CALL DATE" }, { "oldValue": "", "newValue": "", "elementName": "WAKE UP CALL NOTES" }, { "oldValue": "", "newValue": "PENDING", "elementName": "WAKE UP CALL STATUS" }, { "oldValue": "", "newValue": "06:00:00", "elementName": "WAKE UP CALL TIME" }] } } } }</pre> BE second wake-up call for other day Wake-up BE Multiple wake-up first day <pre>{ "id": "436568657845657468978969678 56", "type": "next", "payload": { "data": { "newEvent": { "metadata": { "offset": "22258" }, "primaryKey": "230105", "moduleName": "RESERVATION", "eventName": "CREATE WAKE UP CALL", "detail": [{ "oldValue": "", "newValue": "06:15:00",</pre>

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	Description of Steps:	Operation
		"elementName": "FOLLOW UP CALL TIME" }, { "oldValue": "", "newValue": "2612028", "elementName": "RESERVATION CONFIRMATION NUMBER" }, { "oldValue": "", "newValue": "CHECKED IN", "elementName": "RESERVATION STATUS" }, { "oldValue": "", "newValue": "223", "elementName": "ROOM" }, { "oldValue": "", "newValue": "2025-03-14", "elementName": "WAKE UP CALL DATE" }, { "oldValue": "", "newValue": "", "elementName": "WAKE UP CALL NOTES" }, { "oldValue": "", "newValue": "PENDING", "elementName": "WAKE UP CALL STATUS" }, { "oldValue": "", "newValue": "06:00:00", "elementName": "WAKE UP CALL TIME" }

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	Description of Steps:	Operation
		] } } } }

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	Description of Steps:	Operation
UC 4.2	**Wake-up result first day first wake-up call** Use the **PUTwakeUpCalls** operation to notify OPERA Cloud of the first wake-up call being successfully (or unsuccessfully) executed, where the scheduled follow-up call is still remaining (future wake time). In the example, the first wake-up call for **March, 13 2025 at 06:00** is marked **Completed**, the follow up call at **same day 06:15** is still **pending**. Allowed status values are: **"Completed"** for a successfully executed wake-up call. **"No Answer"** for a wake-up call that has not been answered. Other values will not be recognized or processed by OPERA Cloud. It is important that the update call message contains the wake-up date and wake-up time as used in the wake-up call request. The element "callTime": must have the wake-up date and wake-up call time. **Note** OPERA Cloud expects the executing wake-up system will send a FINAL status after executing the wake-up call. OPERA Cloud does not expect intermediate status updates for first or second attempts to execute the wake-up call. For example, on	first wake-up call completed (06:00) wake-up result first day wake-up 06:00 **PUT {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** `{ "calls": [{ "reservationInfo": { "reservationIdList": [{ "type": "Reservation", "id": "230105" }], "hotelId": "OHIPSB02", "room": "223", "roomPhoneNumber": "223", "extensionNumber": "223" }, "callTime": "2025-03-13 06:00:00", "followUpCallTime": "2025-03-13 06:15:00", "isFollowUpCall": false, "status": "Completed", "instructions": "", "timeSpan": { "startDate": "2025-03-13" }, "newCallTime": "2025-03-13 06:00:00", "newFollowUpCallTime": "2025-03-13 06:15:00" }] }`

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	Description of Steps:	Operation
	execution, the guest does not pick up the wake-up call (No Answer, or phone is busy).	
	Wake-up result first day follow-up wake-up call Use the **PUTwakeUpCalls** operation to notify OPERA Cloud of the follow up wake-up call being successfully (or unsuccessfully) executed. In the example, the follow-up wake-up call for **March 13, 2025 at 06:15** is marked **Completed**.	FUP wake-up call completed (06:15) Wake-up result first day FUP wake-up 06:15 **PUT {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** `{` `  "calls": [` `  {` `  "reservationInfo": {` `  "reservationIdList": [` `  {` `  "type": "Reservation",` `  "id": "230105"` `  }` `  ],` `  "hotelId": "OHIPSB02",` `  "room": "223",` `  "roomPhoneNumber": "223",` `  "extensionNumber": "223"` `  },` `  "callTime": "2025-03-13 06:15:00",` `  "isFollowUpCall": false,` `  "status": "Completed",` `  "instructions": "",` `  "timeSpan": {` `  "startDate": "2025-03-13"` `  },` `  "newCallTime": "2025-03-13 06:15:00"` `  }` `  ]` `}`

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	Description of Steps:	Operation
	Wake-up result second day first wake-up call As with the wake-up result notification for the wake-up call of the first day, use the **PUTwakeUpCalls** operation to notify OPERA Cloud of the first wake-up call of the second day being successfully (or unsuccessfully) executed, where the scheduled follow-up call is still remaining (future wake time). In the example, the first wake-up call for **March 14, 2025 at 06:00** is marked **Completed**. The follow-up call on the **same day at 06:15** is still **pending**.	first wake-up call completed (06:00) wake-up result second day wake-up 06:00 **PUT {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** `{ "calls": [{ "reservationInfo": { "reservationIdList": [{ "type": "Reservation", "id": "230105" }], "hotelId": "OHIPSB02", "room": "223", "roomPhoneNumber": "223", "extensionNumber": "223" }, "callTime": "2025-03-14 06:00:00", "followUpCallTime": "2025-03-14 06:15:00", "isFollowUpCall": false, "status": "Completed", "instructions": "", "timeSpan": { "startDate": "2025-03-14" }, "newCallTime": "2025-03-14 06:00:00", "newFollowUpCallTime": "2025-03-14 06:15:00" }] }`

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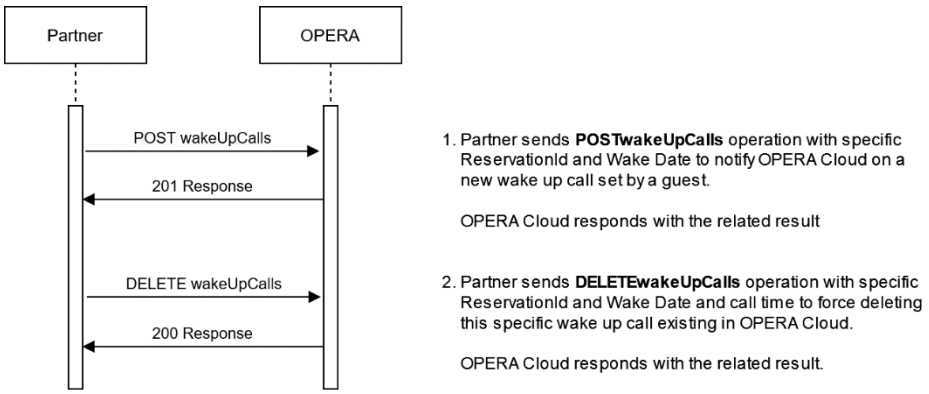
	Description of Steps:	Operation
	Wake-up result second day follow-up wake-up call Use the **PUTwakeUpCalls** operation to notify OPERA Cloud of the follow-up wake-up call being successfully (or unsuccessfully) executed. In the example, the follow-up wake-up call for **March 14, 2025 at 06:15** is marked **Completed**.	FUP wake-up call completed (06:15) wake-up result second day FUP wake-up 06:15 **PUT {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** { "calls": [{ "reservationInfo": { "reservationIdList": [{ "type": "Reservation", "id": "230105" }], "hotelId": "OHIPSB02", "room": "223", "roomPhoneNumber": "223", "extensionNumber": "223" }, "callTime": "2025-03-14 06:15:00", "isFollowUpCall": false, "status": "Completed", "instructions": "", "timeSpan": { "startDate": "2025-03-14" }, "newCallTime": "2025-03-14 06:15:00" }] }

Workflow: Delete Existing Wake-Up Calls

This section describes the use cases for sending notification to OPERA Cloud for a wake-up call that will be deleted in the partner system.

Sequence Diagram

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Description of Steps:

	Description of Steps:	Operation
UC 6.1	**Set a new wake-up call and send notification to OPERA Cloud** Use the **POSTwakeUpCalls**operation to send new wake-up call requests to OPERA Cloud. OPERA Cloud stores the wake-up call internally, so the OPERA Cloud user can see all the wake-up calls set on the partner system. Once OPERA Cloud has stored the new wake-up call request, it responds with a HTTP 201 response. **Note** The wake date and wake time must be in the future. If the wake-up call contains a date or time that is past, then the wake-up will not be accepted.	New wake-up call to OPERA Cloud Wake-Up Call - New Wake-Up **POST {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls** `{ "calls":[ { "reservationInfo":{ "reservationIdList":[ { "type":"Reservation", "id":"218609" } ], "hotelId":"{{HotelId}}", "room":"202" }, "callTime":"2025-01-23 13:00:00", "instructions": "", "isFollowUpCall":false, "status":"Pending", "timeSpan":{ "startDate":"2025-01-23" } } ] }` **201 Created response**

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	Description of Steps:	Operation
UC 6.2	**Guest cancels the wake-up call on the partner system, partner system sends notification to OPERA Cloud** Use the **DELETE WakeupCalls** operation to send notification to OPERA Cloud for an existing wake-up call to set to **cancel**. Add the ***callTime value*** (wake date and time) to the URI as identifier for the wake-up call to delete. OPERA Cloud will change the status of the wake-up call to **Cancelled**.	Delete existing wake-up call wake-up call - Delete wake-up call **DELETE {{HostName}}/fof/v1/hotels/{{HotelId}}/reservations/{{ReservationId}}/wakeUpCalls?callTime=2025-01-23+13:00:00** no body content **200 OK response** no content

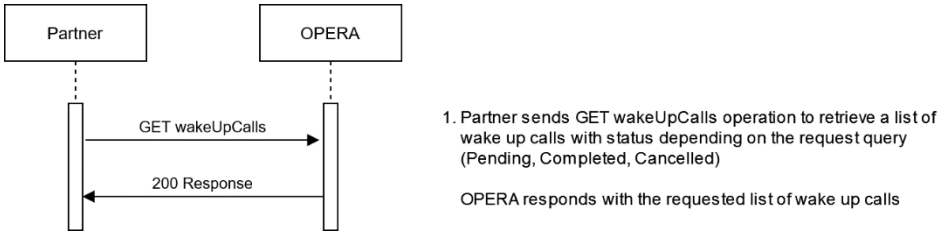
Workflow: Get Current Pending Wake-Up Calls for a Property (HotelId) or for a Specific Reservation

The partner system can request the information about wake-up calls stored in OPERA Cloud for a checked-in reservation or for the entire property.

The API operation **getWakeupCalls** can be used to retrieve **all wake-up calls of the property** for a specific date range and for a specific status.

The API operation **getWakeupCall** can be used to retrieve **the wake-up calls for a specific reservation**.

Sequence Diagram



Description of Steps:

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	Description of Steps	Operation
UC 7.1	Use the **getWakeupCalls** operation with the specific HotelId and with the query parameter "**fetchPending**" to retrieve the current pending wake-up calls of a property. To retrieve all completed (=successful) wake-up calls, use the query parameter "**fetchCompleted**." To retrieve wake-up calls for a defined date range, use the additional search parameters "**beginDate**" and "**endDate**." Further query parameter are: **fetchCancelled** - get wake-up calls with status "Cancelled." **fetchNoAnswer** - get wake-up calls with status "No Answer."	**Get wake-up calls stored in OPERA Cloud per HotelId** Retrieve current pending wake-up calls **GET {{HostName}}/fof/v1/hotels/{{HotelId}}/wakeUpCalls?fetchPending=true&hotelIds={{HotelId}}** `{` `"calls": [` `{` `"reservationInfo": {` `"reservationIdList": [` `{` `"id": "2021549",` `"type": "Reservation"` `},` `{` `"id": "3463153",` `"type": "Confirmation"` `}` `],` `"hotelId": "{{HotelId}}",` `"timezone": "Europe/Berlin",` `"guestName": "{{LastName}}, {{FirstName}}",` `"profileId": {` `"type": "Profile",` `"idContext": "OPERA",` `"id": "3411362"` `},` `"membershipType": {},` `"arrival": "2020-08-31",` `"departure": "2020-09-03",` `"room": "101",` `"roomPhoneNumber": "101",` `"reservationStatus": "InHouse"` `},` `"callTime": "2020-08-31 19:00:00.0",` `"isFollowUpCall": false,` `"status": "Pending",` `"timeSpan": {` `"startDate": "2020-08-31",` `"endDate": "2020-08-31"` `},` `"createDateTime":

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	Description of Steps	Operation
		<pre>"2024-01-04 09:04:30.0", "creatorId": "{{UserId}}" }, { "reservationInfo": { "reservationIdList": [{ "id": "2021549", "type": "Reservation" }, { "id": "3463153", "type": "Confirmation" }], "hotelId": "{{HotelId}}", "timezone": "Europe/ Berlin", "guestName": "{{LastName}}, {{FirstName}}", "profileId": { "type": "Profile", "idContext": "OPERA", "id": "3411362" }, "membershipType": {}, "arrival": "2020-08-31", "departure": "2020-09-03", "room": "101", "roomPhoneNumber": "101", "reservationStatus": "InHouse" }, "callTime": "2020-09-01 11:00:00.0", "isFollowUpCall": false, "status": "Pending", "timeSpan": { "startDate": "2020-09-01", "endDate": "2020-09-01" }, "createDateTime": "2024-01-04 09:03:51.0", "creatorId": "{{UserId}}" }],</pre>

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	Description of Steps	Operation
		<pre> "links": [] }</pre>

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	Description of Steps	Operation
UC 7.2	Use the **getWakeupCall** operation to retrieve wake-up calls for a specific reservation. **Note that the search parameter "reservationIdType" is required. The value must be "Reservation."** To retrieve all completed wake-up calls for a reservation, use the query parameter "**fetchCompleted=true**." Further query parameters are: **fetchPending=true** - get wake-up calls with status "Pending" **fetchCancelled=true** - get wake-up calls with status "Cancelled" **fetchNoAnswer=true** - get wake-up calls with status "No Answer" If any of the above search parameters are set to = **false**, those wake-up calls will not be returned. To **retrieve wake-up calls for a defined Date range**, use the additional search parameters "beginDate" and "endDate."	**Retrieve all wake-up calls with status "Completed" for specific reservation** Get wake-up calls for a reservation **GET {{HostName}} /fof/v1/hotels/{{HotelId}}/reservations/{{reservationId}}/wakeUpCalls?fetchNoAnswer=false&fetchCancelled=false&fetchCompleted=true&fetchPending=false&reservationIdType=Reservation** { "calls": [{ "reservationInfo": { "reservationIdList": [{ "id": "2624066", "type": "Reservation" }, { "id": "2211477824", "type": "Confirmation" }], "hotelId": "{{HotelId}}", "timezone": "Europe/Berlin", "guestName": "{{LastName}}, {{FirstName}}", "profileId": { "type": "Profile", "idContext": "OPERA", "id": "35962" }, "vip": "CORP", "membershipLevel": "BLACK", "membershipType": { "code": "PTS" }, "arrival": "2025-03-17", "departure": "2025-03-19", "room": "205", "roomPhoneNumber": "205", "reservationStatus": "InHouse" }, "callTime": "2025-03-17 22:00:00.0",

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	Description of Steps	Operation
		<pre>"followUpCallTime": "2025-03-17 22:15:00.0", "isFollowUpCall": false, "status": "Completed", "timeSpan": { "startDate": "2025-03-17", "endDate": "2025-03-17" }, "createDateTime": "2025-03-17 13:58:20.0", "creatorId": "{{UserId}}" }, { "reservationInfo": { "reservationIdList": [{ "id": "2624066", "type": "Reservation" }, { "id": "2211477824", "type": "Confirmation" }], "hotelId": "{{HotelId}}", "timezone": "Europe/Berlin", "guestName": "{{LastName}}, {{FirstName}}", "profileId": { "type": "Profile", "idContext": "OPERA", "id": "35962" }, "vip": "CORP", "membershipLevel": "BLACK", "membershipType": { "code": "PTS" }, "arrival": "2025-03-17", "departure": "2025-03-19", "room": "205", "roomPhoneNumber": "205", "reservationStatus": "InHouse"</pre>

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	Description of Steps	Operation
		<pre> }, "callTime": "2025-03-17 23:00:00.0", "followUpCallTime": "2025-03-17 23:15:00.0", "isFollowUpCall": false, "status": "Completed", "timeSpan": { "startDate": "2025-03-17", "endDate": "2025-03-17" }, "createDateTime": "2025-03-17 13:52:33.0", "creatorId": "{{UserId}}" }, { "reservationInfo": { "reservationIdList": [{ "id": "2624066", "type": "Reservation" }, { "id": "2211477824", "type": "Confirmation" }], "hotelId": "{{HotelId}}", "timezone": "Europe/ Berlin", "guestName": "{{LastName}}, {{FirstName}}", "profileId": { "type": "Profile", "idContext": "OPERA", "id": "35962" }, "vip": "CORP", "membershipLevel": "BLACK", "membershipType": { "code": "PTS" }, "arrival": "2025-03-17", "departure": "2025-03-19", "room": "205",</pre>

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	Description of Steps	Operation
		<pre>"roomPhoneNumber": "205", "reservationStatus": "InHouse" }, "callTime": "2025-03-17 23:15:00.0", "isFollowUpCall": true, "status": "Completed", "timeSpan": { "startDate": "2025-03-17", "endDate": "2025-03-17" }, "createDateTime": "2025-03-17 13:52:33.0", "creatorId": "{{UserId}}" }] }</pre>

Wake-Up Call Requests Set in OPERA Cloud

OPERA Cloud does not execute wake-up calls directly. However, wake-up call requests can be created, updated, and deleted within OPERA Cloud. These requests are either stored in the system to allow hotel staff to manually place the call at the scheduled time or transmitted to a connected third-party system responsible for executing the call.

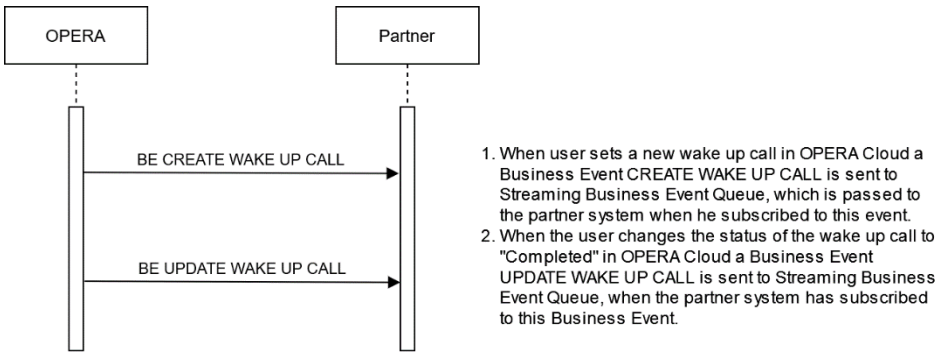
To facilitate this, OPERA Cloud leverages Business Events to notify integrated external systems of newly entered wake-up call requests. These events ensure the wake-up information is retained by the external system until execution.

> **Note**
>
> Wake-up calls can only be scheduled for reservations that are currently in an in-house (checked-in) status.

Workflow: Wake-Up Call Set in OPERA Cloud and Status Update in OPERA Cloud with Notification to Partner System

Sequence Diagram

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Description of Steps:

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	Description of Steps:	Operation
UC 8.1	**OPERA Cloud user creates new wake-up call** When the partner system is subscribed to the **Streaming Business Event CREATE WAKE-UP CALL**, OPERA Cloud sends out the Business Event with reservationId, Room number, wake date, and wake time to the Streaming Business Event queue right after the OPERA Cloud user creates a new wake-up call request in OPERA Cloud. The partner system then stores the wake-up call request until execution date and time. OPERA Cloud expects partner systems that subscribe to wake-up call Business Events to store wake-up calls until the scheduled wake date and time. **OPERA Cloud will not send out Business Events for wake-up call requests right at wake date/time.**	New Wake-Up Call set in OPERA Cloud Wake-Up Call - New Wake-Up Set in OPERA Cloud `{` `"id": "5777",` `"type": "next",` `"payload": {` `"data": {` `"newEvent": {` `"metadata": {` `"offset": "6"` `},` `"primaryKey": "2272037",` `"moduleName": "RESERVATION",` `"eventName": "CREATE WAKE UP CALL",` `"detail": [` `{` `"oldValue": "",` `"newValue": "",` `"elementName": "FOLLOW UP CALL TIME"` `},` `{` `"oldValue": "",` `"newValue": "3792535",` `"elementName": "RESERVATION CONFIRMATION NUMBER"` `},` `{` `"oldValue": "",` `"newValue": "CHECKED IN",` `"elementName": "RESERVATION STATUS"` `},` `{` `"oldValue": "",` `"newValue": "104",` `"elementName": "ROOM"` `},` `{` `"oldValue": "",` `"newValue": "2025-02-14",` `"elementName": "WAKE UP CALL DATE"` `},

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	Description of Steps:	Operation
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	Description of Steps:	Operation
UC 8.2	**OPERA Cloud user updates Wake-Up Call Status to "COMPLETED."** A common scenario is the hotel user calls the hotel guest directly at the requested wake-up time. In this case, the user will update the wake-up status in OPERA Cloud to **"COMPLETED"** when the hotel guest answers the wake-up call. If the wake-up call was not successful, the OPERA Cloud user would change the wake-up status in OPERA Cloud to **"NO ANSWER."** With this wake-up call status changed, OPERA Cloud triggers a business Event **UPDATE WAKE UP CALL** if the partner system has subscribed to this event. The Business Event is sent to the Streaming Business Event queue.	UPDATE WAKE-UP CALL with Result COMPLETED Wake-Up Call - Completed Wake-Up Call set in OPERA Cloud `{` `"id": "5777",` `"type": "next",` `"payload": {` `"data": {` `"newEvent": {` `"metadata": {` `"offset": "18"` `},` `"primaryKey": "2272037",` `"moduleName": "RESERVATION",` `"eventName": "UPDATE WAKE UP CALL",` `"detail": [` `{` `"oldValue": "",` `"newValue": "",` `"elementName": "FOLLOW UP CALL TIME"` `},` `{` `"oldValue": "3792535",` `"newValue": "3792535",` `"elementName": "RESERVATION CONFIRMATION NUMBER"` `},` `{` `"oldValue": "CHECKED IN",` `"newValue": "CHECKED IN",` `"elementName": "RESERVATION STATUS"` `},` `{` `"oldValue": "104",` `"newValue": "104",` `"elementName": "ROOM"` `},` `{` `"oldValue":

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	Description of Steps:	Operation
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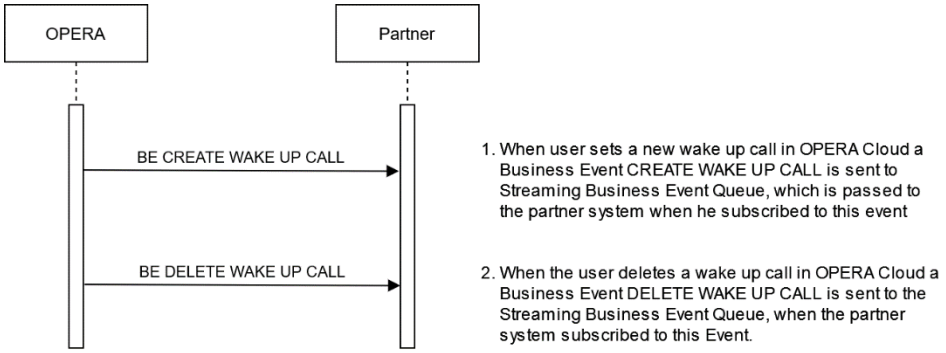
	Description of Steps:	Operation
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	Description of Steps:	Operation
		<pre>{ "oldValue": "PENDING", "newValue": "NO ANSWER", "elementName": "WAKE UP CALL STATUS" }, { "oldValue": "06:00:00", "newValue": "06:00:00", "elementName": "WAKE UP CALL TIME" }] } } } }</pre>

Workflow: Set and Delete Wake-Up Call in OPERA Cloud

Sequence Diagram



Description of Steps:

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	Description of Steps:	Operation
UC 9.1	**OPERA Cloud user creates new wake-up call** When the partner system has subscribed to the **Streaming Business Event CREATE WAKE UP CALL**, OPERA Cloud sends out the Business Event with reservationId, Room number, wake date, and wake time to the Streaming Business Event queue right after the OPERA Cloud user created a new wake-up call request in OPERA Cloud. The partner system then stores the wake-up call request until execution date and time. OPERA Cloud expects partner systems that subscribe to wake-up call Business Events to store wake-up calls until the scheduled wake date and time.	New wake-up call set in OPERA Cloud Wake-Up Call - New Wake-Up Set in OPERA Cloud `{` `"id": "5777",` `"type": "next",` `"payload": {` `"data": {` `"newEvent": {` `"metadata": {` `"offset": "6"` `},` `"primaryKey": "2272037",` `"moduleName": "RESERVATION",` `"eventName": "CREATE WAKE UP CALL",` `"detail": [` `{` `"oldValue": "",` `"newValue": "",` `"elementName": "FOLLOW UP CALL TIME"` `},` `{` `"oldValue": "",` `"newValue": "3792535",` `"elementName": "RESERVATION CONFIRMATION NUMBER"` `},` `{` `"oldValue": "",` `"newValue": "CHECKED IN",` `"elementName": "RESERVATION STATUS"` `},` `{` `"oldValue": "",` `"newValue": "104",` `"elementName": "ROOM"` `},` `{` `"oldValue": "",` `"newValue": "2025-02-14",` `"elementName": "WAKE UP CALL DATE"` `},

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	Description of Steps:	Operation
		<pre>{ "oldValue": "", "newValue": "Wake Up from PMS", "elementName": "WAKE UP CALL NOTES" }, { "oldValue": "", "newValue": "PENDING", "elementName": "WAKE UP CALL STATUS" }, { "oldValue": "", "newValue": "06:00:00", "elementName": "WAKE UP CALL TIME" }] } } } }</pre>

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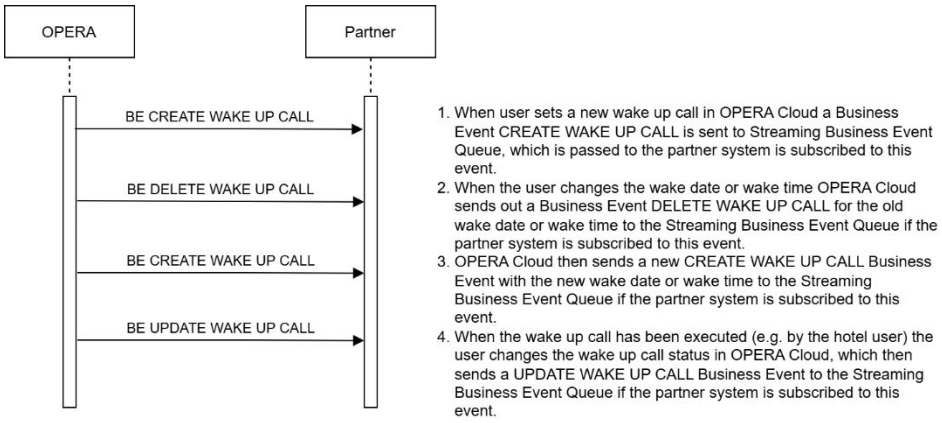
	Description of Steps:	Operation
UC 9.2	**OPERA Cloud user changes wake-up call status to "CANCELLED" in OPERA Cloud.** If hotel guests want to get their wake-up call request cancelled, they might ask the OPERA Cloud Front Desk user to cancel the wake-up call, and the OPERA Cloud user changes the status of the wake-up call to "Cancelled" in OPERA Cloud. With this wake-up call status changed, OPERA Cloud triggers a business Event **DELETE WAKE UP CALL**. If the partner system has subscribed to this event, the Business Event is sent to the Streaming Business Event queue.	Cancel a wake-up call in OPERA Cloud UI Delete wake-up call in OPERA Cloud UI `{` `"id": "5777",` `"type": "next",` `"payload": {` `"data": {` `"newEvent": {` `"metadata": {` `"offset": "22"` `},` `"primaryKey": "2272037",` `"moduleName": "RESERVATION",` `"eventName": "DELETE WAKE UP CALL",` `"detail": [` `{` `"oldValue": "",` `"newValue": "",` `"elementName": "FOLLOW UP CALL TIME"` `},` `{` `"oldValue": "3792535",` `"newValue": "",` `"elementName": "RESERVATION CONFIRMATION NUMBER"` `},` `{` `"oldValue": "CHECKED IN",` `"newValue": "",` `"elementName": "RESERVATION STATUS"` `},` `{` `"oldValue": "104",` `"newValue": "",` `"elementName": "ROOM"` `},` `{` `"oldValue": "2025-02-14",` `"newValue": "",` `"elementName": "WAKE UP CALL DATE"` `},

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	Description of Steps:	Operation
		<pre>{ "oldValue": "", "newValue": "", "elementName": "WAKE UP CALL NOTES" }, { "oldValue": "CANCELLED", "newValue": "", "elementName": "WAKE UP CALL STATUS" }, { "oldValue": "06:00:00", "newValue": "", "elementName": "WAKE UP CALL TIME" }] } } }</pre>

Workflow: Adjust Wake-Up Calls for the Same Day Set in OPERA Cloud and Change Status of Wake-Up Calls in OPERA Cloud

Sequence Diagram



Description of Steps:

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	Description of Steps:	Operation
UC10.1	**Create multiple wake-up calls for the same day in OPERA Cloud UI:** **OPERA Cloud user creates multiple wake-up calls for the same day in OPERA Cloud.** When the partner system is subscribed to the **Streaming Business Event CREATE WAKE UP CALL**, OPERA Cloud sends out the Business Event with reservationId, Room number, wake date, and wake time to the Streaming Business Event queue right after the OPERA Cloud user created a new wake-up call request in OPERA Cloud. The partner system then stores the wake-up call request until execution date and time. In this example, the OPERA Cloud user sets a wake-up call with an **initial wake-up time** and a **"follow up" wake-up time**. Note that the Business Event **CREATE WAKE UP CALL** has two wake-up call time elements: **WAKE-UP CALL TIME** for the first wake-up set (07:00:00). **FOLLOW UP CALL TIME** for the follow-up wake-up call set (07:10:00). OPERA Cloud expects the partner system executing wake-up calls to handle both the initial wake-up call time and the follow-up call time, performing the first call at 07:00:00 and a follow-up call at 07:10:00. In the OPERA Cloud UI, two separate wake-up calls will be listed. One wake-up for the initial wake-up time and one for the follow-up wake time.	Wake-up - New wake-up with follow-up call `{` `"id": "5777",` `"type": "next",` `"payload": {` `"data": {` `"newEvent": {` `"metadata": {` `"offset": "262"` `},` `"primaryKey": "2484054",` `"moduleName": "RESERVATION",` `"eventName": "CREATE WAKE UP CALL",` `"detail": [` `{` `"oldValue": "",` `"newValue": "07:10:00",` `"elementName": "FOLLOW UP CALL TIME"` `},` `{` `"oldValue": "",` `"newValue": "4190677",` `"elementName": "RESERVATION CONFIRMATION NUMBER"` `},` `{` `"oldValue": "",` `"newValue": "CHECKED IN",` `"elementName": "RESERVATION STATUS"` `},` `{` `"oldValue": "",` `"newValue": "105",` `"elementName": "ROOM"` `},` `{`

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	Description of Steps:	Operation
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	Description of Steps:	Operation
UC10.2	**An OPERA Cloud user updates the follow-up wake time for a pending wake-up call in the OPERA Cloud UI from 07:10 to 07:15.** If an OPERA Cloud user changes the wake-up date or time and the partner system is subscribed to the Streaming Business Event **DELETE WAKE UP CALL**, OPERA Cloud generates a **DELETE WAKE UP CALL** business event for the existing wake-up call request, covering both the initial and follow-up times. In this example, the OPERA Cloud user changed the follow-up wake-up call (07:10:00) to a new wake time (07:15:00) in the OPERA Cloud UI. The generated **DELETE WAKE UP CALL** business event includes both wake times (Wake-Up Call Time: 07:00:00 and Follow-Up Call Time: 07:10:00) and sets **WAKE-UP CALL STATUS to "CANCELLED**."	Wake-up: Delete old FUP wake time { "id": "5777", "type": "next", "payload": { "data": { "newEvent": { "metadata": { "offset": "263" }, "primaryKey": "2484054", "moduleName": "RESERVATION", "eventName": "DELETE WAKE UP CALL", "detail": [{ "oldValue": "07:10:00", "newValue": "", "elementName": "FOLLOW UP CALL TIME" }, { "oldValue": "4190677", "newValue": "", "elementName": "RESERVATION CONFIRMATION NUMBER" }, { "oldValue": "CHECKED IN", "newValue": "", "elementName": "RESERVATION STATUS" }, { "oldValue": "105", "newValue": "", "elementName": "ROOM" }, {

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	Description of Steps:	Operation
		"oldValue": "2025-03-18", "newValue": "", "elementName": "WAKE UP CALL DATE" }, { "oldValue": "", "newValue": "", "elementName": "WAKE UP CALL NOTES" }, { "oldValue": "CANCELLED", "newValue": "", "elementName": "WAKE UP CALL STATUS" }, { "oldValue": "07:00:00", "newValue": "", "elementName": "WAKE UP CALL TIME" }] } } } }

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	Description of Steps:	Operation
	OPERA Cloud then generates a new **CREATE WAKE UP CALL** Business Event with the new wake-up date / wake-up time and sends both Business Events to the Streaming Business Event queue. The generated **CREATE WAKE UP CALL** Business Event contains both the unchanged initial WAKE-UP CALL TIME (07:00:00) and the changed **FOLLOW UP CALL TIME** (07:15:00) and has the **WAKE-UP CALL STATUS** = **"PENDING**." In the OPERA Cloud UI, two new separate wake-up calls are created and are listed for this reservation. The old wake-up call requests are both set to "**CANCELLED**" in the OPERA Cloud UI.	Wake-up - Create new FUP wake-up call `{` `"id": "5777",` `"type": "next",` `"payload": {` `"data": {` `"newEvent": {` `"metadata": {` `"offset": "264"` `},` `"primaryKey": "2484054",` `"moduleName": "RESERVATION",` `"eventName": "CREATE WAKE UP CALL",` `"detail": [` `{` `"oldValue": "",` `"newValue": "07:15:00",` `"elementName": "FOLLOW UP CALL TIME"` `},` `{` `"oldValue": "",` `"newValue": "4190677",` `"elementName": "RESERVATION CONFIRMATION NUMBER"` `},` `{` `"oldValue": "",` `"newValue": "CHECKED IN",` `"elementName": "RESERVATION STATUS"` `},` `{` `"oldValue": "",` `"newValue": "105",` `"elementName": "ROOM"` `},` `{`

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	Description of Steps:	Operation
		"oldValue": "", "newValue": "2025-03-18", "elementName": "WAKE UP CALL DATE" }, { "oldValue": "", "newValue": "", "elementName": "WAKE UP CALL NOTES" }, { "oldValue": "", "newValue": "PENDING", "elementName": "WAKE UP CALL STATUS" }, { "oldValue": "", "newValue": "07:00:00", "elementName": "WAKE UP CALL TIME" }] } } } }

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	Description of Steps:	Operation
UC10.3	**An OPERA Cloud user updates Wake-Up Calls in the OPERA Cloud UI with Result Status COMPLETED for multiple wake-up calls.** A common scenario is the Hotel user calls the hotel guest directly at the requested wake-up time. In this case, the user will update the wake-up status in OPERA Cloud to **"COMPLETED"** when the hotel guest answers the wake-up call. With the wake-up call status changed, OPERA Cloud triggers a business Event **UPDATE WAKE UP CALL** with the update **WAKE UP CALL STATUS** = "**COMPLETED**" if the partner system is subscribed to this event. In this use case, as multiple wake-up calls are stored in OPERA Cloud for the initial and the follow-up wake-up call, separate Business Events are sent to the Streaming Business Event queue.	Wake-up - Update Wake-Up call 1 Completed `{` `"id": "5777",` `"type": "next",` `"payload": {` `"data": {` `"newEvent": {` `"metadata": {` `"offset": "273"` `},` `"primaryKey": "2484054",` `"moduleName": "RESERVATION",` `"eventName": "UPDATE WAKE UP CALL",` `"detail": [` `{` `"oldValue": "07:15:00",` `"newValue": "07:15:00",` `"elementName": "FOLLOW UP CALL TIME"` `},` `{` `"oldValue": "4190677",` `"newValue": "4190677",` `"elementName": "RESERVATION CONFIRMATION NUMBER"` `},` `{` `"oldValue": "CHECKED IN",` `"newValue": "CHECKED IN",` `"elementName": "RESERVATION STATUS"` `},` `{` `"oldValue": "105",` `"newValue": "105",` `"elementName": "ROOM"` `},` `{`

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	Description of Steps:	Operation
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	Description of Steps:	Operation
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	Description of Steps:	Operation
		"elementName": "WAKE UP CALL NOTES" }, { "oldValue": "PENDING", "newValue": "COMPLETED", "elementName": "WAKE UP CALL STATUS" }, { "oldValue": "07:15:00", "newValue": "07:15:00", "elementName": "WAKE UP CALL TIME" }] } } } }

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5

Limitations and Constraints

Wake-Up Calls for a Block

When a wake-up call is set for a Block (multiple reservations), OPERA Cloud generates separate Business Events for wake-up calls for each reservation.

Interim Wake-Up Call Status

If a wake up call is not answered by the guest at the first attempt, the partner system should not send an interim status (such as NO ANSWER) to OPERA Cloud until it finishes the last attempt.

OPERA Cloud always takes the received wake-up call status and changes the status internally.

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6
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.

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7

References

Refer to the OPERA Cloud User Guide for more details on OPERA Cloud Wake-Up Call functionality.

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8
FAQ

Wake-up calls for not checked in Rooms/Reservations

Q: Is it possible to create a wake-up call for a room or reservation that is not checked-in (on arrival)/(has a room assigned)?

A: No. It is not possible. A reservation must be checked-in to create a wake-up call for it.

Wake up calls in the past

Q: Can the partner system set wake-up calls with a wake-up time in the past?

A: This is not possible. OPERA Cloud rejects wake-up calls when the wake time is in the past.

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