

Oracle Hospitality OPERA Cloud Mobile Guest Experience Release Notes



Release 24.3
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October 2024

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Preface

OPERA Cloud Mobile Guest Experience is a guest-facing web application designed for smartphones. Guests can pre-register their arrival with the registration process commencing with an email sent to eligible guests up to 48 hours prior to arrival.

Purpose

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

Audience

This document is intended for OPERA Cloud Mobile Guest Experience application users.

Customer Support

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

<https://iccp.custhelp.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

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

Table 1 Revision History

Date	Description of Change
October 2024	Initial publication.

1

What's New for Mobile Guest Experience

Learn about the new and changed features of OPERA Cloud Mobile Guest Experience.

Release 24.3 — October 2024

OPERA Cloud Mobile Guest Experience is a feature of Oracle Hospitality OPERA Cloud Service and is included in the subscription to Oracle Hospitality OPERA Cloud Foundation.

Feature	Description
Property Refresh Option	You can now refresh the properties associated to your chain level user to see all properties in the Guest Experience Configuration Portal, including recently added ones.
Additional merge code fields	You can now add the following merge codes to the E-Mail templates: - RoomType to Charge Name - Total Cost Of Stay
Exclude Blocks Setting	The 'Exclude Blocks' setting is now under Eligibility Criteria in the Activation Settings.
Guest Comments	Guests are now able to raise special requests in a free text comment field during the mobile pre-registration. The comment can be max. 500 characters long and will be attached to the reservation as a reservation note. You can configure which note type and notification area will be used.
Text for Preferences	You can now set up a text that appears on top of the preferences selection in the guest journey. The message can for example be used to indicate that selected preferences are on a request basis and cannot be guaranteed.
Enhanced reservation import	Reservations are now imported every 60 minutes. You can also manually import recently created reservations that satisfy the eligibility criteria. The reservations will appear in the E-Mail Monitor screen.
Ability to trigger pre-arrival E-Mail	You can now manually send or re-send pre-arrival E-Mails from the E-Mail Monitor screen.
Capture guests E-Mail address	Bookings from Online Travel Agencies typically come with anonymized E-Mail addresses. You can now capture a guests preferred E-Mail address during the mobile pre-registration.

Release 24.2 — May 2024

OPERA Cloud Mobile Guest Experience is a feature of Oracle Hospitality OPERA Cloud Service and is included in the subscription to Oracle Hospitality OPERA Cloud Foundation.

Feature	Description
Ability to set NLS_TERRITORY	In the Configuration Portal you can now set the NLS_TERRITORY in the activation settings. The territory controls the currency format of the rate amounts displayed to the guest.
Reservation Preferences	Guests can now select reservation preferences during the mobile pre-registration. In the Guest Experience Configuration Portal you can enable up to five preferences that you have created in OPERA Cloud for the guest journey.
Support for OPERA Cloud Identity Management	OPERA Cloud Mobile Guest Experience is now available to OPERA Cloud Foundation Users with OPERA Cloud Identity Management (OCIM).
Onboarding Simplification	OPERA Cloud Foundation Users with Oracle Hospitality Shared Security Domain (SSD) no longer have to enter authentication credentials for Oracle Hospitality Integration Platform (OHIP) when onboarding properties to Guest Experience.

Release 24.1 — February 2024

OPERA Cloud Mobile Guest Experience is a feature of Oracle Hospitality OPERA Cloud Service and is included in the subscription to Oracle Hospitality OPERA Cloud Foundation.

Feature	Description
Guest Experience Version	The release version of OPERA Cloud Mobile Guest Experience is now shown in the Guest Experience Configuration Portal.
Language Localization – JAPAC Region	The mobile guest journey and the pre-arrival and confirmation emails are now translated into three additional languages: - Japanese - Simplified Chinese - Thai
Nor1 Upgrade Offer Status	In the Guest Experience Configuration Portal, you can now track the status of Nor1 upgrade offers and upgrade offer emails in the Email Queue.

Release 23.2 — September 2023

OPERA Cloud Mobile Guest Experience is a feature of Oracle Hospitality OPERA Cloud Service and is included in the subscription to Oracle Hospitality OPERA Cloud Foundation.

Feature	Description
Nor1 Upgrade Offers	You can now promote and confirm Nor1 room upgrade offers within the guest journey. A new page for the mobile pre-registration path presents a maximum of three upgrade offers. Offers include the following: - Upgrade offer description - Offer image - Offer price and savings Upgrade offers are generated by Nor1 and require a subscription to the Oracle Hospitality Nor1 Cloud Service, eXpress Room Upgrade.
Language Localization	The mobile guest journey and the pre-arrival and confirmation emails are now translated into five additional languages: - Spanish - French - German - Italian - Portuguese
Oracle Hospitality Design Theme	The Oracle Hospitality lilac design theme is now applied to the Guest Experience Configuration Portal.

Feature	Description
Globally Unique User Identity	An OPERA Cloud user with a matching user in another SSD can log in to the Configuration Portal without issue.
Configuration Portal Initial Loading	Users are presented with a progress bar and status message when onboarding to the Guest Experience Configuration Portal.
Improvement for Chain Users	Chain level users can navigate from one property to another within the Configuration Portal.
Ability to Restore Default Content	Configuration Portal users can restore the default content of email templates and guest messages and can also restore default translations.
Test Emails in Multiple Languages	Test emails can be sent in all supported languages.

2

Resolved Issues

This section contains a list of the issues resolved in this release.

Summary	Description
Resolved issue removing Origin Code	The Origin Code no longer gets removed from the reservation when a room upgrade offer is booked.