

Oracle Hospitality OPERA Reporting and Analytics

User Guide



Release 24.1

F95356-02

May 2024

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

ORACLE®

Copyright © 2000, 2024, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Preface

1 Reporting and Analytics for Hotels

2 Common Actions and Navigation

Bookmark URL	2-1
Application Navigation	2-1
Application Tiles	2-3

3 Controls

Enable Central Currency Conversion	3-1
Reporting Links	3-1
SFTP Configuration	3-1
OAS Object Storage	3-3
Set Upgrade Preference	3-3

4 Enterprise Hierarchy

Create Level	4-1
Assigning Properties	4-2
Re-assigning Properties	4-2
Edit Level	4-2
Delete Level	4-2

5 Groups, Tasks, and Users

OPERA R&A Application Administrator	5-1
OPERA R&A Reporting Administrator	5-1
OPERA R&A Chain Administrator	5-1
Custom Groups	5-1

	Create Group	5-2
	Set Group Tasks	5-2
	Group As Role	5-3
	Create User/Assign Groups	5-4
	Set User Access	5-4
6	Central Reporting Conversion	
	Reporting Item Types	6-1
	Enterprise Reporting Items	6-1
	Property Reporting Items	6-2
	Alignment Actions	6-2
7	Central Currency Conversion	
	Currency Rules	7-1
8	Fiscal Period Reporting	
	How to Create a Fiscal Year	8-1
	How to Edit a Fiscal Year	8-1
	How to Delete a Fiscal Year	8-1
9	Application Change Log	
10	Analysis Reports	
	Sharing Analysis/Visualizer Reports	10-2
	Analysis Report Examples	10-3
	Report Tutorial: Regional Managers Property Performance	10-3
	Running, Printing, and Exporting Analysis Reports	10-4
	Editing Existing Analysis Reports	10-4
	Create a New Analysis Report	10-5
	Scheduled Reports	10-6
	Viewing and Editing Analysis Reports in Microsoft Office	10-6
	Dashboards	10-7
11	Performance Monitoring	

A Appendix

Administration Tasks	A-1
Reporting Tasks	A-2
CUA Change	A-3

Preface

Oracle Hospitality OPERA Reporting and Analytics is a web-based application that centralizes hotel property management data to provide operational and analytical insights into business operations, and to improve efficiency by delivering information to all roles within an enterprise.

Purpose

This document is intended for customers subscribed to Oracle Hospitality OPERA Reporting and Analytics Cloud Services (OPERA R&A).

Audience

Oracle Hospitality OPERA Reporting and Analytics documentation applies to the following users:

- Application administrators who have permission to configure OPERA R&A.
- Users who perform day-to-day reporting operations and typically do not have permissions to configure OPERA R&A.

Customer Support

To contact Oracle Customer Support, access My Oracle Support 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/>.

Revision History

Table 1 Revision History

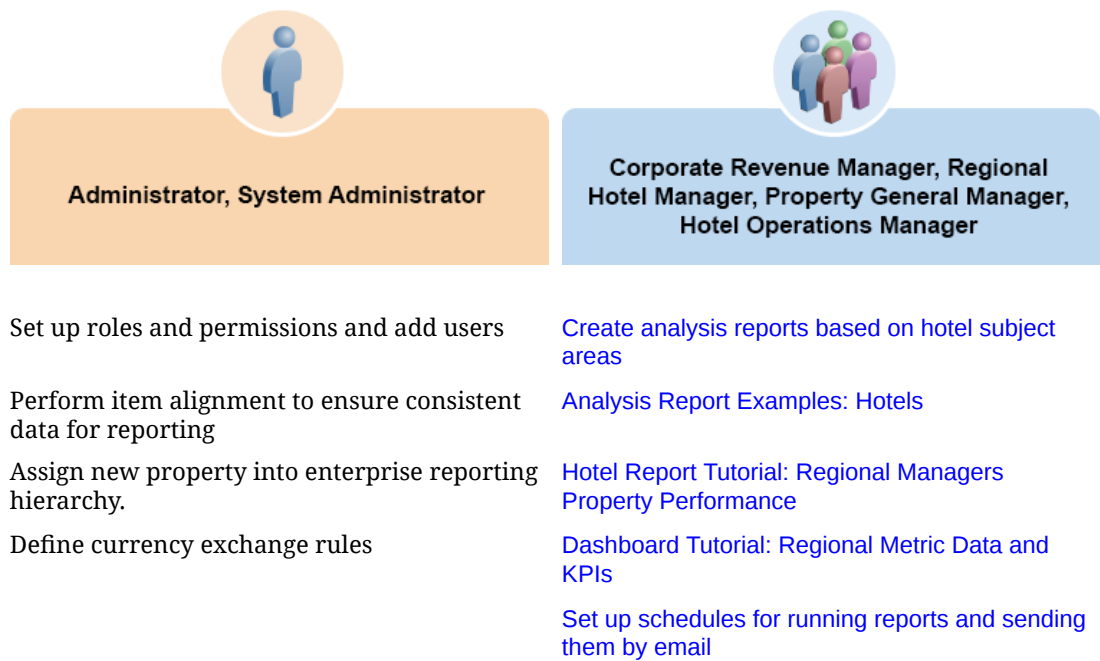
Date	Description of Change
April 2024	Initial Publication.

1

Reporting and Analytics for Hotels

Oracle Hospitality OPERA Reporting and Analytics is a web-based application that centralizes hotel property management data to provide operational and analytical insights and to improve efficiency by delivering information to all roles within an organization. Hotel organizations can use Oracle Hospitality OPERA Reporting and Analytics Cloud Service to leverage data management and business analytics functionality.

The following figure shows the most common tasks for OPERA Reporting and Analytics users. Your business requirements and organization size ultimately determine how you use OPERA Reporting and Analytics. For example, small organizations might have one person who performs system administrator tasks as well as creates and publishes analysis reports.



2

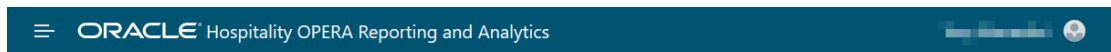
Common Actions and Navigation

Bookmark URL

The URL provided in the OPERA R&A welcome letter must be bookmarked by individual users prior to accessing the login screen as there are automatic re-directs. Bookmarking after connection will remove your tenant id which is needed for proper login.

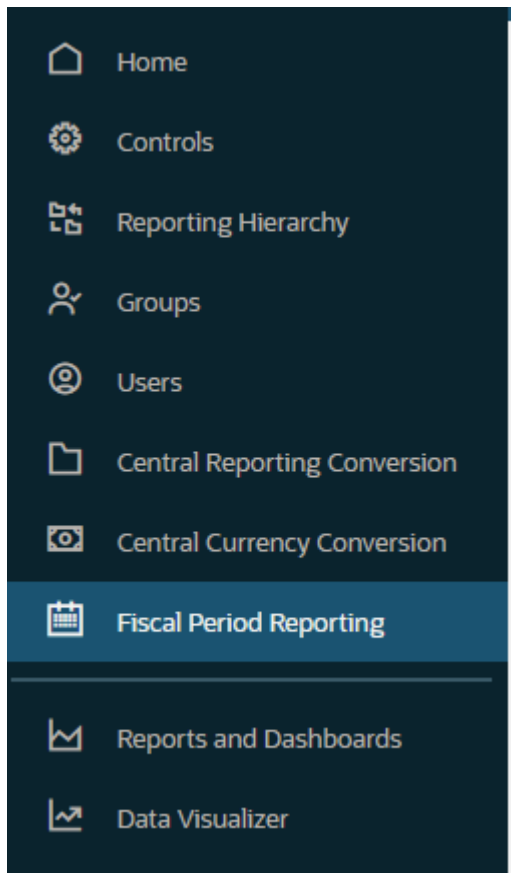
Application Navigation

Figure 2-1 Example Application Header



- User Options: Exposes options to log off of the application or access help documentation.
- Navigation Menu: Expands the portlets menu, listing authorized portlets used to configure the application

Figure 2-2 Menu

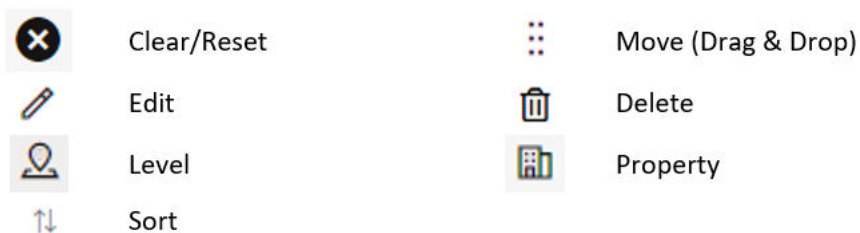


- Menu: The primary application menu; based upon the permissions granted to your group(s).

Search Options

Search options are presented on each portlet where searching for records is available. Entering text into the field will present a list of records that match the value. This could be text at any point in the front middle or end of the value. Select the value to choose the record.

Figure 2-3 Icons



Drag and Drop

Moving records from one column or status to another can be done by selecting the record to move by clicking and holding the mouse button down on the Move icon. Drag the record over to the place to move and release the mouse button.

Application Tiles

Application Tiles provide quick access to identify and resolve any outstanding configuration actions in OPERA R&A. Tiles are enabled through [permissions](#).

Reporting Tiles

When the correct permissions are enabled, tiles for Reports, Dashboards, and Data Visualizers are available on the home page. These tiles act as shortcuts to open these modules.

Configuration Tiles

When the correct permissions are enabled, tiles are available on the home page that will notify the user of any outstanding configuration actions that may be required, based upon any new definitions reported through OPERA or Identity Management. These tiles act as shortcuts to open the individual configuration page and filter to show actionable records. Tiles are available for Reporting Hierarchy, Groups, Users, and Central Currency Conversion.

Reporting Hierarchy:

This tile shows if any new levels or properties are defined and not assigned within the reporting hierarchy. Until these are present in the reporting hierarchy, data for those properties cannot be included in reporting.

Groups:

This tile shows groups that have been created that do not have any permissions granted. Until permissions are defined for the group, any users associated with the group will not have the ability to access functionality.

Users:

This tile shows users that have not been assigned a level in the Reporting Hierarchy or chain(s). A level and chain(s) are required for the user to access reporting data.

Central Currency Conversion:

This tile shows if any central currency conversion rules are scheduled to expire within the next 30 days.

3

Controls

Controls allow for configuration of optional features and functionality in OPERA R&A.

Enable Central Currency Conversion

For an enterprise where properties with different base currencies are reporting, the central currency conversion feature will provide date-based rules to manage the conversion of the properties financial data. Property currency values are converted into a single central currency reporting value selected once this functionality is enabled

1. From the OPERA R&A navigation menu, click **Controls**.
2. Enable the **Enable Central Currency** control.

Once Central Currency is enabled, it cannot be disabled.

1. When prompted, confirm or decline control restriction.
2. Select the currency to use for all enterprise reporting values. This value **cannot** be changed once defined.
3. Click **Save**.

Reporting Links

Data Visualizer

The Data Visualizer URL can be copied and pasted to users who are reporting only users and will need access to this reporting feature. The URL is not currently available from the OBI Reporting Console and this URL can be bookmarked to provide the user access with valid user permissions.

Smart View

The Smart View for Microsoft Office plug-in is available for download and installation from the OBI Reporting Console. The URL provided is utilized to define the path users will enter while configuring Smart View to gain access to any reporting data. Copy and paste to users that will be permitted to access reporting data from the plug-in. Valid user authentication is required to access the reporting data.

SFTP Configuration

Secure File Transfer Protocol (SFTP) allows reports to be delivered to a secure location outside of the R&A system. This is useful when sharing data with third-party solution providers or services. You may configure up to twenty five SFTP service profiles. Please review the SFTP Guide on the customer support portal [[Oracle Hospitality OPERA Reporting and Analytics SFTP Guide \(Doc ID 2903626.1\)](#)] for details on configuring SFTP.

1. From OPERA R&A navigation menu, click **Controls**.
2. Click the SFTP tab.
 - a. If the SFTP tab is not present, an SFTP service is not configured for your organization. Contact your account manager about having your SFTP service included as part of your R&A organization.
3. Choose the SFTP Profile to update from the list, if more than one is defined.
4. Click the **Update SFTP** button to edit the SFTP fields.
5. Edit the remote directory for all reports to be exported (optional).
6. Enter your valid SFTP user and password (required).
7. Click **Save**.

Password Supported Characters

The SFTP password supports the following characters:

- The alphabetic characters a to z (uppercase and lowercase).
- The numerals 0 to 9.
- The following special characters:

Character	Description
@	At sign
/	Forward slash
-	Minus sign / Hyphen
.	Period
_	Underscore

Resend

In the event of a failure during the SFTP transmission, you can configure the application to automatically attempt to resend the failed delivery. Configuration of the resend functionality will apply to all delivery profiles.

1. From the Resend Tab, select **Enable Resend on SFTP Delivery Failure**.
2. From the list, select the username to perform the resend.
 - a. Only Users that are currently configured as BI Administrators will be listed. Ensure that you have at least a single user associated with the OC_RNA-BIADMIN group to use this feature.
3. Enter the user password for the selected user and click **Validate** to validate the password.
4. You may optionally change the three (3) resend configuration parameters:
 - a. **Retry Attempts** – defines the number of times (ranging from 1 to 6) to retry failed SFTP jobs according to the resend frequency.
 - b. **Resend Frequency (Min)** – defines in minutes how often the system wakes up to check for and resend failed SFTP jobs.
 - c. **Resend Duration (Min)** – specifies the duration in minutes for which the system should continue attempting to resend failed SFTP jobs.

5. Click **Save**.

OAS Object Storage

The Object Storage tab which provides information required in the use of Object Storage.

1. From the OPERA Reporting and Analytics navigation menu, click **Controls**
2. Click on the File Delivery tab
 - a. If the Object Storage tab is not present, your OPERA Reporting and Analytics instance is utilizing OBIEE for reporting services. Migration of OBIEE to OAS instances is underway. Contact your account manager about having your migration scheduled if you require this functionality sooner.
3. Choose the Object Storage tab
4. From the tab you can highlight and copy your AppID which is required to process any files to Object Storage.
5. Click the **Show/Hide** button to expose the Object Storage Secret. This field can also be highlighted and copied once visible.
6. You can optionally click the **Regenerate Secret** button to generate a new Object Storage secret.

Set Upgrade Preference

The upgrade of your analytics version will now be scheduled based upon a preferred time. Time is based upon your local time zone but recorded in UTC. By default, upgrades are scheduled for 00:00 UTC. To change your preferred time, follow the instructions below.

1. From OPERA R&A navigation menu, click **Controls**.
2. Click on the System tab.
3. Edit the preferred time for upgrades to be performed, local time (optional).
4. Click **Save** .

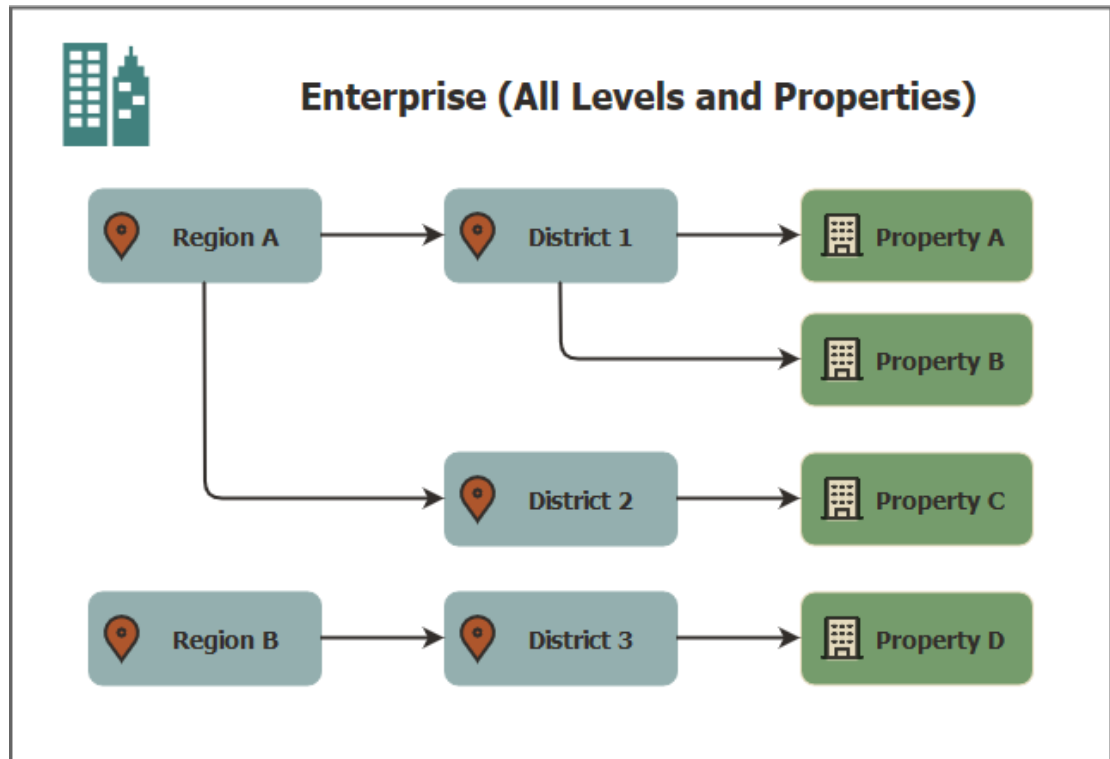
4

Enterprise Hierarchy

The enterprise hierarchy provides the reporting structure to an enterprise and its properties.

The enterprise has only a single hierarchy. The hierarchy ensures totals from all properties are available for reports and controls how dashboards and other visualizations show information in OPERA R&A.

The hierarchy consists of levels and properties. A property is a hotel. A level is a group of levels or a group of properties. You define the hierarchy by creating parent-child relationships between levels and properties. In the following figure of a sample hierarchy, District 1 is the parent to the Property A and Property B, and Region A is the parent to District 1 and District 2.



The enterprise hierarchy is utilized to determine user access to information in the application. Using the sample hierarchy as a model, you can create a District Manager group and then assign the role to Jen, the District Manager for District 1. Because of the relationship between District 1 and the Properties A and B, Jen can see information for those properties only. She cannot see information for the locations related to the other districts.

Create Level

1. From the OPERA R&A navigation menu, click **Reporting Hierarchy**.
2. Click **Create Level**.

3. Type a level code.
4. Type a level name.
5. Optionally create a relationship to another level.
6. Click **Save**.

Assigning Properties

OPERA properties are automatically synced to OPERA R&A as part of the provisioning process completed by your Oracle Cloud Enablement team.

1. From the OPERA R&A navigation menu, click Reporting Hierarchy.
2. Locate the unassigned property from the Unassigned column.
3. Drag and Drop the property into the Assigned list to establish the parent-child relationship.
 - a. Properties can have a parent-child relationship with the Enterprise without a level by dropping the property at the bottom of the list.
 - b. Properties are assigned to a level in the Enterprise Hierarchy by dropping the property onto the level.

Re-assigning Properties

OPERA properties can be moved from one level to another should the enterprise structure change.

1. From the OPERA R&A navigation menu, click Reporting Hierarchy.
2. Locate the assigned property from the Assigned column.
3. Drag and Drop the property from the current level to the new level in the Enterprise.
 - a. Levels and all their relationships can also be re-assigned by moving the level.

Edit Level

1. From the OPERA R&A navigation menu, click Reporting Hierarchy.
2. From the Level, click Edit.
3. Edit a level code or name.
4. Click Save.

Delete Level

1. From the OPERA R&A navigation menu, click Reporting Hierarchy.
2. From the Level, click Delete.
 - a. Delete option will only be shown when no existing relationships to other levels or properties are found

3. From confirmation prompt, click Confirm.

5

Groups, Tasks, and Users

OPERA R&A uses groups and tasks to control access to content and functionality. A group defines a set of tasks for a user type, while the user tasks represents content or functionality.

The following figure illustrates a typical flow for configuring groups and users to OPERA R&A:



Figure : Group and User Configuration

OPERA Reporting and Analytics provides the following default groups:

OPERA R&A Application Administrator

This group provides access to every area of the enterprise configuration. User assigned to this group can perform any action and make any change in the application portal. This group provides no reporting capabilities. Changes to this read only group are not permitted. If reporting tasks are required for these users, other default or generated groups with reporting tasks can be associated with the user.

OPERA R&A Reporting Administrator

This group provides access to view enterprise configuration in addition to all supported features and subject areas in the OBI Reporting Console (reporting tool). User assigned to this group can view certain configuration in the application portal and utilize most all capabilities in the reporting tool. For security purposes, the ability to view personally identifiable information (PII) is restricted by default with this group. Changes to this group can be made through the Group portal by an authorized user.

OPERA R&A Chain Administrator

Users assigned to this group are defined as Chain Administrators for any Chains that are assigned to the User. This will permit them to manage those users within their assigned chains as well as assign any unassigned users to their chain. By default, this group has no user tasks granted. It is strongly recommended that tasks be defined based upon those needed for this role in your organization.

Custom Groups

If the default groups do not meet your business requirements, you can create custom groups and specify user tasks for any new groups. For example, your enterprise has a district level

with three districts. Each district has three properties. You can create a District Manager group. When you add a District Manager user, you assign the user to the district enterprise level and to the new District Manager group. Because of the district-property relationship settings in OPERA R&A, District Managers can view data for only the properties in their districts.

Create Group

Identity Access Management (IAM) Groups are used to grant access to OPERA Reporting and Analytics portals and capabilities. Under the IAM, groups are the links between user accounts and OPERA Reporting and Analytics. They contain tasks that you grant to users. Only IAM Console users are permitted to create Groups.

1. From the Identity Domain console, select the Groups option from the menu.
2. Click Create Group.
3. In the Name and Description fields of the Create Group window, enter the name and description about the group. The Group Name is required to begin with "OC_RNA-" in order for the group to be configurable in OPERA Reporting and Analytics. Groups with any other names will not be found or usable in the application.

 **Note:**

Use of capitalized alphabet, numbers, and _ are allowable characters for the Group Name. Use of lower case, other special characters or spaces is not allowed.

4. Click Create.

Additional information on group configuration can be found at <https://docs.oracle.com/en-us/iaas/Content/Identity/groups/managinggroups.htm>

 **Note:**

Changing the name of a group once tasks have been assigned will invalidate the groups reporting tasks and prevent users from accessing reporting functionality.

Set Group Tasks

From the OPERA R&A Groups portlet, individual groups created under IDCS will be listed and available to have tasks defined. User Tasks are broken out by individual sub-categories. To allow access to all user tasks within a sub-category, enable the sub-category. This will enable all the individual tasks within the sub-category. To enable only specific user tasks, use the enable/disable option to change the value.

1. From the OPERA R&A navigation menu, click Groups.
2. From the list or search bar, locate the Group to set user tasks.

3. Click Edit on the Group.

Set tasks within the categories listed below. For a detailed account of each user task, see Appendix A.

1. Click Save.

Administration

The Administration category contains all of the available tasks for controlling access and capabilities for configuring the application. Configuration capabilities encompass the entire enterprise and cannot be restricted/configured to individual hubs, chains or properties.

Reporting

The Reporting category contains all of the available tasks to author, distribute and access data Subject Areas. User tasks granted define the capabilities that users associated with this group are permitted to use.

Group As Role

From the OPERA R&A Groups portlet, individual groups created under IDCS will be listed and available to be defined as a Role in your reporting module. Enabling a group as a role allows you to configure access to specific folders and catalog objects based upon the Role.

- From the OPERA R&A navigation menu, click Groups.
- From the list or search bar, locate the Group to edit.
- Click Edit on the Group.
- To enable, select the Update Group as Role option and click Save.
 - Once enabled and saved, role configuration will be pushed overnight and update the reporting module.
- To disable, unselect the Update Group as Role option and click Save.
 - Once disabled and saved, role configuration will be removed overnight and update the reporting module. Any restrictions on reports for groups will be removed at this point.

Configure Role on Folder or Catalog Object

1. From the OPERA R&A navigation menu, click Reports and Dashboards.
2. From the BI Application locate and select the folder or catalog object to configure access.
3. Select More > Permissions.
4. Under Permissions, click the Add button.
5. Under the Available Members section, enter the name of the Role and click Search.
6. Select the Role and add to the Selected Members list using the move buttons.
7. Change the Set Permission value to match your desired outcome. Enable the Apply permissions options accordingly and click OK.

 **Note:**

Removal of the BI Content Consumer, BI Content Author or BI Administrator will render the folder or catalog object inaccessible. Do not remove these.

Once configured, any user that has that role will have the configuration applied.

Create User/Assign Groups

Identity Access Management (IAM) users are defined and granted access to OPERA R&A portals and capabilities through Group assignment. Only IAM Console users are permitted to create other IAM and OPERA R&A users. **It is strongly recommended to have additional users defined as IAM Administrators to allow for group and user creation in case of administrator absence or departure and to avoid interruption in operations. In the event your IAM Administrator has departed, and no alternative administrators are defined, open a *non-technical service request* under Identity Cloud Service (IDCS) Q11142 requesting a new IAM Administrator. See Appendix A for details.**

1. From the Identity Domain console, select the Users option from the menu, and then click **Create User**.
2. In the First Name and Last Name fields of the Create User window, enter the user's first and last name.
3. To have the user log in with their email address:
 - a. Leave the **Use the email address as the user name** check box selected.
 - b. In the User Name / Email field, enter the email address for the user account.

OR

1. To have the user log in with their user name:
 - a. Clear the **Use the email address as the user name** check box.
 - b. In the User Name field, enter the user name that the user is to use to log in.
 - c. In the Email field, enter the email address for the user account password recovery.
2. Under the Groups section, select the check box for each group that you want to assign to the user account.
3. Click **Create**.

Additional information on user configuration can be found at <https://docs.oracle.com/en-us/iaas/Content/Identity/users/about-managing-users.htm>

Set User Access

From the Users portlet, individual users created under IDCS will be listed and available to have user tasks defined.

1. From the OPERA R&A navigation menu, click Users.
2. From the list or search bar, locate the User to define allowable property data.

3. Click Edit on the User.
4. Click Define Access
5. Define the access that will be available for the user to report on:
 - All levels and Properties
 - Individual Enterprise Level within the Reporting Hierarchy
 - Individual property or multiple properties from the property list
 - Combination of Enterprise Level and Property/Properties
6. Click Save.
7. Set the Chain(s) for the User. See description below.
8. Click Save.

Chains

For an enterprise that consists of multiple chains, the Chain assignment option will restrict the user to only reporting data for properties defined for the selected chain(s) regardless of the presence of other properties within their defined access.

When the user is defined as a Chain Administrator (Group), they will be given the ability to manage user assignments within their assigned chains.



Note:

Note: Ensure all users have a defined access and chain associated to them prior to accessing reports and dashboards to prevent any potential issues. If a user accesses prior to adding these, once added, they will need to clear their cache or use a private browsing window.

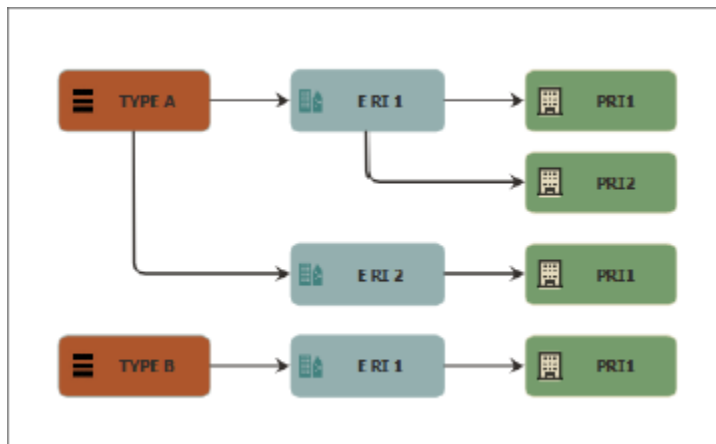
6

Central Reporting Conversion

Central Reporting Conversion is used to configure conversion values for the Property Reporting Items from OPERA and Enterprise Reporting Items. Conversion is based upon the individual Enterprise Reporting Types such as Chains, Markets and Room Classes.

Property Reporting Item alignment matches similar items under the Enterprise Reporting Item, ensuring that reporting and calculations account for variances in naming or entry and that data remains structured. The following diagram provides an overview of how reporting items can be aligned.

Figure - Central Reporting



Reporting Item Types

The Reporting Item Types are different categories of definitions and dimensions in which your property data is received and can be reported.

Enterprise Reporting Items

Create Enterprise Reporting Item

1. From the OPERA R&A navigation menu, click Central Reporting Conversion.
2. Click Create.
3. Select the enterprise reporting item type.
4. Enter a name.
5. Depending upon the type selected, additional required fields may be presented

6. Enter the PMS Reference
7. Click Save.

Edit Enterprise Reporting Item

1. From the OPERA R&A navigation menu, click Central Reporting Conversion.
2. From the Reporting Item Type search, select the correct type for the Item to edit.
3. From the item, click Edit.
4. Edit a reference or name.
5. Click Save.

Delete Enterprise Reporting Item

1. From the OPERA R&A navigation menu, click Central Reporting Conversion.
2. From the Reporting Item Type search, select the correct type for the Item to edit.

 **Note:**

Before an Enterprise Reporting Item can be deleted, any Property Reporting Items must be unaligned. Either unalign or realign any Property Reporting Items to allow for deletion.

3. From the item, click Edit.
4. Click Delete.

Property Reporting Items

Orphaned Reporting Items

When the Property Reporting Item is not aligned with an Enterprise Reporting Item, it is considered to be “Orphaned”. Any measurables for these orphaned records are reported under a Property Specific line item on the Enterprise Report.

Aligned Reporting Items

These are Property Reporting Items that are aligned with an Enterprise Reporting Item. All measurables for these item will be included in the calculated value. Property Reporting Items can be moved within Central Reporting Conversion by using the following actions:

Alignment Actions

Align Items

From the Unaligned list, you can quickly add all unaligned reporting items of a specific PMS Reference Code to a newly defined Enterprise Reporting Item.

1. Create a new Enterprise Reporting item to containing the PMS Reference Code you wish to align under the Reporting Item Type.

2. Click the Align Items button to align all property reporting items with that PMS Reference Code to the new Enterprise Reporting Item.

Align

1. From the Unaligned list, click and hold the Property Reporting Item to align.
2. Drag the item onto the Enterprise Reporting item to align

Unalign

1. From the Aligned list, click and hold the Property Reporting Item to unaligned.
2. Drag the item onto the Unaligned list

Realign Item

1. From the Aligned list, click and hold the Property Reporting Item to realign.
2. Drag the item onto another Enterprise Reporting Item

Realign All

To realign all property reporting items in an Enterprise Reporting Item.

1. From the Aligned list, click and hold the Enterprise Reporting Item to realign.
2. Drag onto another Enterprise Reporting Item.
3. All Property Reporting Items will be realigned to the new Enterprise Reporting Item.

7

Central Currency Conversion

When Central Currency functionality has been enabled, access to the Central Currency Conversion portlet is made available. Within this portlet, users can create sets of conversion rules that are utilized to generate a central reporting value based upon buy rates specified at the enterprise level.

Currency Rules

Currency Rules provide the required attributes for conversion of any property currency values into the central currency values generated in the application.

Create Currency Rule

1. From the OPERA R&A navigation menu, click Central Currency Conversion.
2. Click Create.
3. Select the Property Currency to convert.
4. Set the Buy Rate for the conversion.
5. Specify the first business date that will utilize this rule
6. Optionally, set an expiration for the last business date to use this rule.
7. Click Save.

Edit Currency Rule

1. From the OPERA R&A navigation menu, click Central Currency Conversion.
 2. From the Search Currency field, enter the currency to edit.
 3. From the rule list, select the rule and click Edit.
 4. Edit the buy rate or any of the dates.
 5. Click Save.
 6. Click Create.
 7. Select the Property Currency to convert.
 8. Set the Buy Rate for the conversion.
 9. Specify the first business date that will utilize this rule
 10. Optionally, set an expiration for the last business date to use this rule.
- Click Save.

8

Fiscal Period Reporting

Fiscal Period Reporting provides access to execute reports based upon configurable fiscal periods. Within this portlet, users can create, edit, or delete fiscal period definitions. Once definitions are available, certain reports can be made based upon a fiscal period.

How to Create a Fiscal Year

1. From the OPERA R&A navigation menu, click Fiscal Period Reporting.
2. Click Create.
3. Enter the Name of the fiscal year.
4. Specify the Start Date and End Date for the fiscal year.
5. Optionally, change the Fiscal Cycle to be based upon one if the pre-defined accounting cycles.
 - a. Fiscal cycles define the number of weeks in each financial period in each financial quarter. For example, the 4-4-5 accounting cycle means that in each quarter, the first financial period consists of the first four weeks, the second period consists of the next four weeks, and the third period consists if the next five weeks. This quarter then accounts for 13 weeks, and the four quarters account for 52 weeks, or the full calendar year.
6. Click save.

How to Edit a Fiscal Year

1. From the OPERA R&A navigation menu, click Fiscal Period Reporting.
2. Locate the current Fiscal Year to Edit and click the Edit icon.
3. Optionally edit the Name of the fiscal year.
4. Optionally edit the Start Date for the fiscal year.
5. Optionally edit the End Date for the fiscal year.
6. Optionally edit the Fiscal Cycle for the fiscal year.
7. Click Save.

How to Delete a Fiscal Year

1. From the OPERA R&A navigation menu, click Fiscal Period Reporting.
2. Locate the fiscal year to delete and click the Delete icon.
3. Confirmation of deletion will be displayed once completed.

9

Application Change Log

The Application Change Log provides authorized users the ability to audit changes made to the R&A application portal. To access the Application Change log, select the option from the menu or through the application tile on the home page.

Search Application Change Log

1. Choose the Change Group to search.
2. Choose the Action Type to search for the selected Group.
3. Optionally select the User Login to search.
4. Specify the date range to search by using the Start and End date fields.
5. Click the **search** button.

Records matching the search criteria are presented in the log.

Records returned provide the description of the change, the old value, new value, datetime of change, and the user that made the change.

Download Application Change Log

1. When records are available in the log, click the **Download Logs** button to generate a .csv file containing the records.

10

Analysis Reports

Analysis Reports enables you to design and maintain reports and visualizations of data posted to OPERA Reporting and Analytics. Analysis reports are comprised of:

Table 10-1 Analysis Report Components

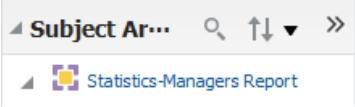
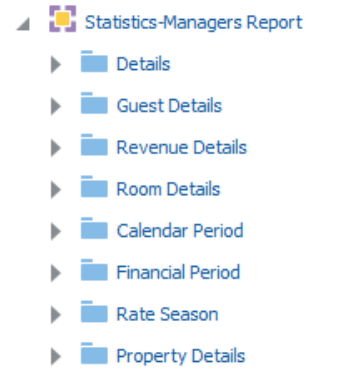
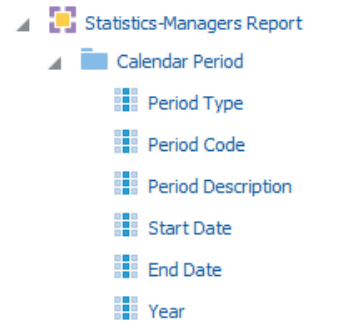


Analysis Report Component	Example	
Subject areas represent an area of business data that end users can view in the analysis report, and consist of folders, measure columns, attribute columns, hierarchical columns, and hierarchy levels.	The Statistics - Managers Report subject area contains operations data for guest, revenue, room and rates.	
Folders provide a named grouping of columns.	The Statistics - managers Report subject area contains multiple folders. Folders will contain attributes and measurements based upon each of the folders names.	
Attribute columns hold a flat list of values with no hierarchical relationships, and provide scope and constraints to the data presented by a report. The folders containing attribute columns unique to the selected subject area typically contain Definitions in their names.	the Calendar Period folder contains attribute columns such as Period Code and Year.	
Hierarchical columns hold data values that are organized using named levels and parent-child relationships. Hierarchical columns enable users to drill down into the data, and their folder name typically contains Hierarchy.	Some files may contain the Calendar Year Hierarchy column, which can drill down into the All Years, Calendar Year, Calendar Month, and Business Date Detail columns.	

Table 10-1 (Cont.) Analysis Report Components

Analysis Report Component	Example	
<p>Measure columns hold a list of data values that typically reside in the Business Intelligence repository as a fact table, which can change or be added or aggregated. The folders containing measure columns typically contain <code>Measures</code> in their names.</p>	<p>The Statistics-Managers Report subject area contains folders that contain measure columns for items such as counts and revenues..</p>	

You can select the operational subject area, or business model, that applies to the report or visualization you want to view or create, and then you can apply business analytics by:

- Selecting specific data sets to use in the report, and then applying filters to each data set.
- Selecting and configuring the resulting appearance of data, such as by rearranging columns and rows in the table, inserting visualizations and charts, and changing column labels.
- Adding and configuring user prompts to enable users viewing the report to configure data filters as needed. For example, you can add a date selection prompt to allow users to set the range of dates for which they need the report.

Online help opens if you access Help when creating or editing analysis reports or when working with dashboards. The online Help may describe functionality not available in OPERA R&A.

Sharing Analysis/Visualizer Reports

Analysis Reports enforce file permissions by restricting access to the My Folder for each user account and to the Shared Folder:

- Only the specific user can view and access the contents of their My Folder.
- All users can view the content of the Shared Folder but cannot enact changes.

Deleting a report in your My Folder does not impact the copy of the report in the Shared Folder.

1. In OPERA R&A, to access reporting if you cannot access the reporting link, contact your system Administrator.
2. To save an analysis report to the Shared Folder or to change the users and roles for which the report is saved:
 - a. Select the report for which you want to configure permissions, and then click the report properties and then permissions.
 - b. Select whether to configure permissions for the report at the Roles level or at the individual Users level.

You cannot configure a report to have both role-level and user-level permissions. For example, if you configure role-based permissions for a report, and then configure user-based permissions, the user-based permissions overwrite the role-based permissions.

Use the lists and arrows to add or remove permissions, and then click Save.

Analysis Report Examples

The following analysis reports provide examples of how you can leverage and implement analysis reports to solve business information needs.

Corporate Revenue Manager

The Corporate Revenue Manager wants to view a comparison of sales across all properties in different regions and a comparison of sales at the district and location levels. You can create a report that allows the user to drill down the organizational levels and to view yearly sales and revenue information, including key performance indicators such as Average Daily Revenue and Revenue Per Available Room.

Regional Hotel Manager

The Regional Hotel Manager wants to identify the most and least profitable properties as well as positive and negative sales and cost outliers. You can create a report that allows the user to quickly view the performance of properties across the region and identify the most and least profitable properties. The user can then view key revenue metrics such as average daily rate (ADR) and revenue per available room (revPAR) to identify potential opportunities for improvement.

Property General Manager

The Property Manager wants to identify the market segment and channel that are driving the booking and focus on segment to market. You can create a report that shows property the average guest expenditure and ADR by room type. This allows the Property Manager to monitor performance and revenue by market mix and to identify both the areas needing focus and the areas with the most potential.

Hotel Operations Manager

The Hotel Operations Manager wants to understand performance of operational metrics to improve efficiency. You can create a report that visualizes operational metrics across a period of time to identify areas of improvement.

Report Tutorial: Regional Managers Property Performance

This topic provides an example walkthrough of how a regional manager can design and create an analysis report to address a business need.

Identify the Data Shown by the Report

A regional manager wants a visualized comparison of property revenue and performance across all properties in the region. To determine the data to be shown by the report, the regional manager conceptualizes the information needs and decides that for each property, the report should include:

- The total room revenue.
- The total number of occupied rooms.

Identify the Subject Areas

Identify the subject areas that contain the columns and attributes required for the report. In this example, the **Statistics-Managers Report** subject area contains every column required for creating this report.

Add Data Columns to the Report

On the **Criteria** tab, the regional manager adds the following columns:

- Property Details/Chain Code
- Property Details/Property
- Dates/Business Date Calendar/Year
- Room Details/Occupied Rooms
- Revenue Details/Room Revenue

Add Filters to the Report

On the **Criteria** tab, the regional manager adds the following filters:

- Chain Code (prompted)
- Year (prompted)

Add Visualizations to the Report

On the **Results** tab, the regional manager begins adding and configuring the report layout and style. To set up a line-bar graph to show the **Total Room Revenue Comparison with Occupied Rooms**, select the visualization for the line-bar graph to show the Total Room Revenue Comparison with Occupied Rooms.

Running, Printing, and Exporting Analysis Reports

1. OPERA Reporting and Analytics only shows reports for which you have access.
2. Access the Catalog by clicking the Catalog option on the menu bar and select the My Folder or Shared Folder (and the underlying sub-folder where applicable) and click on Open to execute the report.
3. Select or enter the report parameters, and then click OK.
4. To clear the report parameters, click Reset.
5. To print the analysis report, click Print, and then select a printable format.
6. To export the analysis report, click Export, and then select a file or data format.

Editing Existing Analysis Reports

1. On the Criteria tab of an existing report, drag and drop columns from the Subject Area pane to the Selected Columns pane to add columns to the report and to

configure default sorting and filters. You can double-click a column to add the column to the end of the table.

2. On the Criteria tab, add, edit, and remove filters in the Filters pane.
3. On the Results tab, preview the appearance and output of the report, and edit the layout of the report. You can customize the formula in each column, change column labels, and apply aggregation rules.
4. On the Results tab, you can configure rules for data selection in the Selection Steps pane to refine the data on which the report works.
5. On the Prompts tab, you can add and configure user input prompts in the Prompts pane to create a form in which users specify their report parameters. You can also configure the title, text, and appearance of the prompts form in the Display pane.

Create a New Analysis Report

1. From the Reporting Menu Bar select New/Create > Analysis.
2. Search and Select the Subject Area for your new Analysis Report.
3. To add and configure columns for the report:
 - a. On the Criteria tab, find the columns you want to add to the report in the Subject Area pane.
 - b. Drag and drop the columns to the Selected Columns pane.
 - c. To configure the sorting order for a column, click the configure icon, select Sort, and then select the sorting method.
 - d. To configure filters for a column, click the configure icon, select Filter, and then configure the filter for the column.
4. To add a filter for a subject area element that is not a column in the report:
 - a. On the Criteria tab, click the Create a filter for the current Subject Area button in the Filters pane.
 - b. Navigate to the subject area element by which you want to filter, and then click OK.
 - c. Configure the filter settings, and then click OK.
5. To configure the aggregation rule for a column:
 - a. On the Results tab, click Edit View to open the Layout pane.
 - b. In the Columns and Measures section, click the configure icon for a column, select Aggregation Rule, and then select the aggregation rule that corresponds to the Column Aggregation configuration element.
6. To add and configure prompts for user input when running the report:
 - a. On the Prompts tab, click the New button.
 - b. Select the type of prompt you want to add.
 - c. Configure the prompt, and then click OK.
7. To configure the prompt form:
 - a. On the Prompts tab, click the Edit button in the Display pane.
 - b. Configure the form, such as by setting the title and information text to show with the user input prompts, and then click OK.

8. Click Save to save the report or Click Save As to Save and rename the existing report to extend the report for further analysis. Reports can be saved in your personal My Folder. To share a report with other users, save to a folder under the Organization folder in the Shared Folders.

Saving directly to the Shared Folder or creation of new folders in the Shared Folders is not permitted. New folders can be created under the Shared Folders > Organization folder only.

Scheduled Reports

You use the Agents to schedule your reports. This can be done by creating an Agent from the New/Create drop down from the Menu Bar or selecting Agent from the Actionable Intelligence Menu Folder. The Agent created must first be saved and can be used to schedule the report under the My Folder or the Shared Folders. Visualizations cannot be scheduled at this time.

As a best practice it is recommended that all Agents and the corresponding Analysis be saved under the Shared Folders directory. Any moving or renaming of the folder structure, or of the Agent/Analysis may result in agents getting disable and at times results in access issues to the Agents when trying to re-enable.

For instruction on how BI Publisher users can create a data model, create a BI Publisher report, and set up bursting by either email or FTP/SFTP, please refer to https://iccp.custhelp.com/app/answers/answer_view/a_id/1007034

Viewing and Editing Analysis Reports in Microsoft Office

You can use Oracle Smart View for Office to access analysis reports and to work with Reporting and Analytics data from within a Microsoft Office application.

1. Log into OPERA Reporting and Analytics, using the URL provided by your manager.
2. Open the Reporting and Dashboard tile on your Home page.
3. From the reporting and dashboard page, select the *Download Desktop Tools* dropdown list and select the *Smart View for MS Office* option.
4. Select the *Download Smart View for Office* option, then click Download Now.
5. Accept the Oracle License Agreement and choose Download. You may be prompted to log in with an Oracle account if you are not already logged in.
6. After file downloads, extract all files, and run the smartview.exe as an administrator.
7. After the client installs completely, start your Microsoft Office application then open the Smart View tab.
8. Click Panel > Private Connection and click the drop-down menu next to the server selection option. Select the Create new connection option.
9. Click Oracle BI EE and copy/paste the Smart View URL located in the External Reporting Links section of your Controls page.
10. Click Finish

You can now log into R&A and save the private connection. Please refer to the Oracle Smart View for Office documentation for instructions and information on use.

Dashboards

OPERA Reporting and Analytics dashboards provide a collection of data and visualizations designed to give you an overview of information on one screen and to allow you to drill down for more detailed information.

Note:

Online Help opens if you access Help when creating or editing analysis reports or when working with dashboards. The online Help may describe functionality not available in OPERA R&A.

Available Dashboards

You can add and view the following dashboards:

Property Overview

This dashboard shows key revenue metrics across all properties or select properties filtered by business date. This includes:

- Summary metrics such as total revenue, room revenue, average daily rate, and revenue per available room.
- A matrix of available and occupied rooms per room type for each property.
- Visualizations for the following statistics for the last closed business date:
 - Room Statistics
 - Arrival vs Departure Rooms
 - Group vs Transient Rooms

You can filter the dashboard by properties or business date.

Financials

This dashboard provides visualizations of revenue by market and of payments. The dashboard also contains a summary of ledger activity details. You can filter the dashboard by property, business date, market code, transaction code group, and transaction code sub-group.

Reservations

This dashboard provides snapshot view of key reservation metrics, including 7-day pickup % and 30-day pickup % for rooms, revenue, and average daily rates (ADR). The dashboard also shows visualizations comparing totals to the previous month and to the previous week. You can filter the dashboard by property.

11

Performance Monitoring

The following performance recommendations are designed to assist administrators in tuning their report job schedules to run optimally based upon the available resources.

Table 11-1 Limits Querying Data (Data Visualizations, Classic Analyses and Dashboards)

Which compute size do you have?	Limits when querying data for visualizations, analyses, and dashboards
	Max input rows returned from any data source query
Small	2,000,000
Medium	2,000,000
Large	4,000,000

When you query a data source for data visualizations or Classic analyses and dashboards, the compute size determines the maximum number of rows that are returned from the data source.

Table 11-2 Limits Displaying Data (Data Visualization, Classic Analyses and Dashboards)

Which compute size do you have?	Limits when displaying data in visualizations, analyses, and dashboards
	Max summarized rows returned from any data source query
Small	500,000
Medium	500,000
Large	1,000,000

When you display data in data visualizations or Classic analyses and dashboards, the compute size determines the maximum number of summarized rows returned from the data source that are displayed.

Table 11-3 Limits Exporting Data (Data Visualizations)

Which compute size do you have?	Limits when exporting data from data visualizations to CSV file
Small	2,000,000
Medium	2,000,000
Large	4,000,000

When you export data from a data visualization, the compute size determines the maximum number of rows you can export to a CSV file.

Table 11-4 Limits Exporting Data (Classic Analyses and Dashboards)

Which compute size do you have?	Limits when exporting data from analyses and dashboards	
	Max rows exported to unformatted reports	Max rows exported to formatted reports
Small	2,000,000	200,000
Medium	2,000,000	200,000
Large	4,000,000	400,000

When you export data from analyses and dashboards, the compute size determines the maximum number of rows you can export. There are different limits for formatted data and unformatted data.

- Unformatted data limits: formats such as CSV, Excel, XML, and Tab Delimited.
- Formatted data limits: formats such as PDF, Excel, Powerpoint, and Web Archive/HTML.

Note: When two pivot views are laid out side by side in a union the formatted export limit will be 20,000 rows.

Table 11-5 Limits Delivering by Email (Classic Analyses and Dashboards)

Which compute size do you have?	Limits when delivering analyses and dashboards by email	
	Max rows in unformatted reports delivered by email	Max rows in formatted reports delivered by email
Small	200,000	50,000
Medium	200,000	50,000
Large	300,000	100,000

If you plan to send analyses and dashboards by email, the compute size determines the maximum number of rows you can deliver in a single email. There are different limits for delivering formatted data and unformatted data.

- Unformatted data limits: formats such as CSV, Excel, XML, and Tab Delimited.
- Formatted data limits: formats such as PDF, Excel, Powerpoint, and Web Archive/HTML.

Table 11-6 Data Size Limits (Classic Pixel-perfect Reports)

Which compute size do you have?	Report data size limits when generating pixel-perfect reports			
	Max data size for online reports	Max data size for offline (scheduled) reports	Max data size for bursting reports	Max data size for data generation
Small	500MB	2GB	4GB	2GB
Medium	500MB	2GB	4GB	2GB

Table 11-6 (Cont.) Data Size Limits (Classic Pixel-perfect Reports)

Which compute size do you have?	Report data size limits when generating pixel-perfect reports			
	Max data size for online reports	Max data size for offline (scheduled) reports	Max data size for bursting reports	Max data size for data generation reports
Large	500MB	4GB	8GB	4GB

If you plan to generate pixel-perfect reports, the compute size determines several limits associated with report generation.

Table 11-7 Processing Limits (Classic Pixel-perfect Reports)

Which compute size do you have?	Data model and report processing limits when generating pixel-perfect reports				
	SQL Query timeout for scheduled reports (seconds)	Max rows for CSV output	Max number of in-memory rows in XPT layout	Max number of concurrent scheduled jobs	Max number of concurrent online reports
Small	1,800	4,000,000	200,000	4	46
Medium	1,800	4,000,000	200,000	4	96
Large	3,600	6,000,000	300,000	10	480

If you plan to generate pixel-perfect reports, the compute size determines several limits associated with report processing.

A

Appendix

See below information for current permissions managed through the [Group](#) configuration.

Administration Tasks

Category	User Task	Description
Application Portal		
	View Portal	Allows access to Application Portal
	Open Reporting	Allows access to Reporting link and tile in Application Portal
	Open Data Analyzer	Allows access to Reporting Data Analyzer link and tile in Application Portal
Groups Portlet		
	View Group	Allows access to the Groups Portlet
	Edit Group	Allows ability to edit Group
Users Portlet		
	View Users	Allows access to the Users Portlet
	Edit Users	Allows ability to edit User
Reporting Hierarchy Portlet		
	View Hierarchy	Allows access to the Reporting Hierarchy Portlet
	Create Reporting Level	Allows ability to Create a Reporting Level in the Reporting Hierarchy
	Edit Reporting Level	Allows ability to Edit a Reporting Level in the Reporting Hierarchy
	Delete Reporting Level	Allows ability to Delete a Reporting Level from the Reporting Hierarchy
Central Reporting Conversion Portlet		
	View Reporting Conversion	Allows access to the Reporting Conversion Portlet
	Create Enterprise Reporting Item	Allows ability to Add an Enterprise Reporting Item in Reporting Conversion
	Edit Enterprise Reporting Item	Allows ability to Edit an Enterprise Reporting Item in Reporting Conversion
	Delete Enterprise Reporting Item	Allows ability to Delete an Enterprise Reporting Item from Reporting Conversion
Central Currency Conversion Portlet		
	View Central Currency Conversion	Allows access to the Currency Conversion Portlet
	Create Central Currency Rule	Allows ability to Add a Conversion Rule in Currency Conversion

Category	User Task	Description
	Edit Currency Conversion Rule	Allows ability to Edit a Conversion Rule in Currency Conversion
	Delete Currency Conversion Rule	Allows ability to Delete a Conversion Rule from Currency Conversion
Controls Portlet		
	View Controls	Allows access to the Settings Portlet
	Enable/Set Central Currency	Allows ability to Enable Central Currency Reporting and Define Central Currency
	Enable Reporting Conversion	Allows ability to Enable automatic conversion of new Property Reporting Items
Tiles		
	Reporting Hierarchy	Enables the Reporting Hierarchy Tile on the Home page
	Groups	Enables the Groups Tile on the Home Page
	Users	Enables the Users Tile on the Home Page
	Application Change Log	Enables Application Change Log tile on the Home Page
Fiscal Reporting		
	View Fiscal Periods	Allows access to the Fiscal Period Reporting portlet
	Create Fiscal Year	Allows ability to create a fiscal year
	Edit Fiscal Year	Allows ability to edit an existing fiscal year
	Delete Fiscal Year	Allows ability to delete a fiscal year
Application Change Log		
	View Application Change Log	Allows ability to search and export application change log records

Reporting Tasks

Category	User Task	Description
Report Consumer		
	View Reports and Dashboards	Allows access to view Seeded/Shared Reports and Dashboards
Report Author		
	Author Reports and Dashboards	Allows ability to create, edit and delete a Reports and Dashboards
Data Privacy		
	Include Personal Information	Exposes Personal Information on any Reports/Dashboards
	Sensitive Personal Information	Exposes Sensitive Personal Information on any Reports/Dashboards
Subject Areas		

Category	User Task	Description
	Accounts Receivable	Allows access to Accounts Receivable Subject Areas
	Blocks	Allows access to Blocks Subject Areas
	Changes	Allows access to Change Logs Subject Areas
	Configuration	Allows access to Configuration Subject Areas
	Financials	Allows access to Financials Subject Areas
	Housekeeping	Allows access to Housekeeping Management Subject Areas
	Profiles – Accounts	Allows access to Profiles – Account Subject Areas
	Profiles – Contacts	Allows access to Profiles – Contacts Subject Areas
	Profiles – Individuals	Allows access to Profiles – Individuals Subject Areas
	Profiles – Other	Allows access to Profiles – Other Subject Areas
	Property	Allows access to Property Subject Areas
	Rates	Allows access to Rates Subject Areas
	Reservations	Allows access to Reservations Subject Areas
	Revenues	Allows access to Revenue Subject Areas
	Rooms Management	Allows access to Rooms Management Subject Areas
	Sales and Catering	Allows access to Sales & Catering Subject Areas
	Statistics – Forecast	Allows access to Statistics – Forecast Subject Areas
	Statistics – Manager	Allows access to Statistics – Manager Subject Areas
	Statistics – Reservations	Allows access to Statistics - Reservations Subject Areas

CUA Change

To open a customer user administrator (CUA) non-technical service request either call technical support or open an SR from myoraclesupport using the following steps.

1. Choose “Non-Technical” for the SR Type

Type

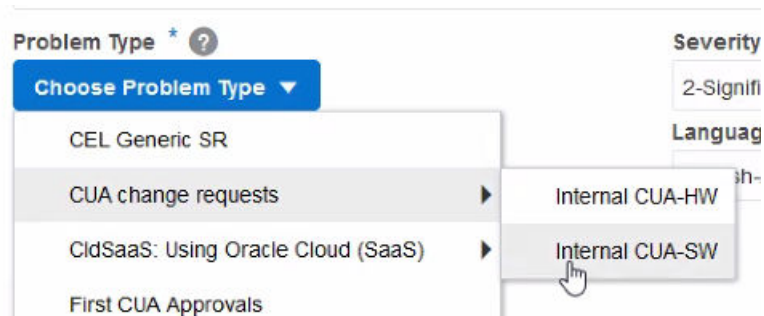
SR Type *

Non-Technical

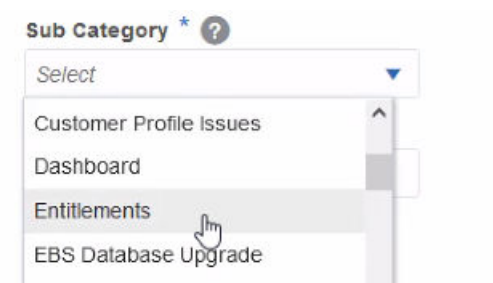
Technical

Non-Technical

2. Fill out SR Summary and Description
3. Select CUA change request > Internal CUA-SW as the Problem Type



4. Choose a Sub Category of Entitlements



5. Under products, search for Identity Cloud Service
 - a. This may say restricted but it is OK to proceed