

AEROGUEST

AeroGuest Booking Interface Validated Integration with Oracle Hospitality OPERA 5.5



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Oracle Hospitality

Oracle Validated Integration provides customers with confidence that a partner's integration with an Oracle on-premises application is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

Reclaim the direct relationship between the hotel and the guest with AeroGuest's innovative and IoT-based digital customer journey.

AeroGuest Booking Interface enables guests' to book their next stay directly through the AeroGuest mobile app at partner hotels that run Oracle Hospitality OPERA property management system (PMS).

Company Overview

CueGrid is the Danish company behind AeroGuest, the hotel platform and app of the future. The vision behind the AeroGuest is to recreate the relationship between hotels and guests via the Internet of Things (IoT), optimizing the way people travel. AeroGuest wants to make it easier to get around in the world, make the traveler more independent, and reclaim the personal relationship between the hotel and the guest. The company strives to deliver the most value-added, customer-focused, and innovative hotel platform.

Integration Overview

Hotels using Oracle Hospitality OPERA can enable guests' to manage their bookings, rooms, and stays through the AeroGuest mobile app. The interface communicates the guest's actions from the AeroGuest backend to the hotel's Oracle Hospitality OPERA installation.

With the AeroGuest Booking Interface, guests can book their next stay at the hotel directly. AeroGuest also supports the hotel's loyalty program. When a guest books a stay through AeroGuest, loyalty points are synchronized by their existing profile ID in Oracle Hospitality OPERA. Hotels can offer frequent business customers direct bookings through company agreements using the correct negotiated rates on AeroGuest.

Integration Details

The integration is implemented and functions through the Oracle Hospitality OPERA booking interface. The following functions are enabled for guests using the AeroGuest app:

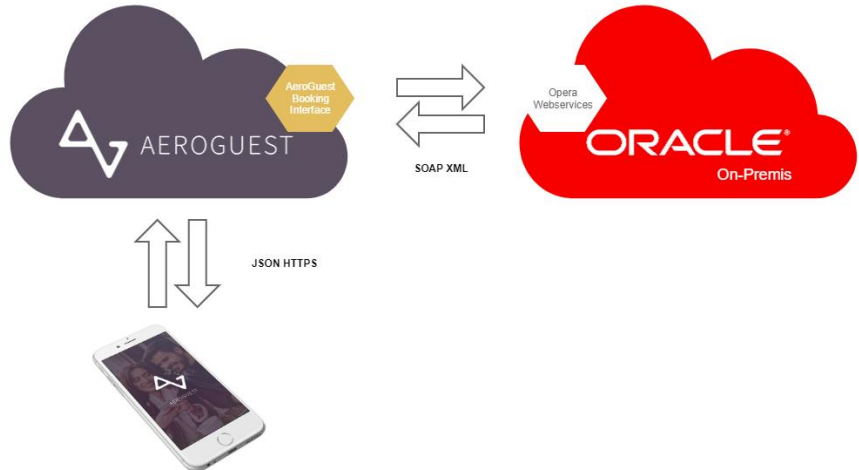
- Query information for a future reservation
- Create or cancel reservations
- Discover available rates and packages
- Create reservations using negotiated rates

AVAILABILITY

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- Manage connected loyalty programs
- Post charges, get invoices, and make payments
- Update guest profile information

When the guest triggers one of the above functions, it will first be received in the AeroGuest backend which will then execute the command against the hotel's Oracle Hospitality OPERA installation.



SUPPORT

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Figure 1. The AeroGuest Booking Interface (yellow) enables communication between Oracle Hospitality OPERA and the AeroGuest backend that the AeroGuest app communicates with.

Technical Details

Environment	
Partner Environment <ul style="list-style-type: none"> • AeroGuest Booking Interface 1.0 	Oracle Environment <ul style="list-style-type: none"> • Oracle Hospitality OPERA 5.5 • Oracle Hospitality OPERA Web Self Service
Product ID	
Product ID (FKT) <ul style="list-style-type: none"> • OPW_500 	Description and Name <ul style="list-style-type: none"> • Oracle Hospitality OPERA Web Self Service for AeroGuest Booking Interface by AeroGuest ApS
Supported Protocol	
<ul style="list-style-type: none"> • Oracle Hospitality OPERA Web Self Service Message Specifications v5.1 	