BETTERSPACE GMBH

Betterspace Validated Integration with Oracle Hospitality OPERA 5.5

A Passion for Digital Hotel Solutions

Betterspace provides a holistic, digital hotel solution for the entire guest journey including guest communication, energy management, and other hotel-related services.

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Company Overview

Betterspace is the innovative and holistic 360-degree platform provider for the reliable and efficient digitalization of the hotel industry.

Betterspace revolutionizes the communication between hoteliers and guests while helping hoteliers generate revenues, reduce costs, and protect the environment. This results in an optimization of operating and communication processes in the hotel.

Integration Overview

Betterspace provides a software and hardware on-premises-based connector to Oracle's interface, which enables bidirectional communication between the Betterspace Cloud platform and Oracle Hospitality OPERA property management system (PMS). It allows hoteliers to communicate to guests directly via the Betterspace Cloud platform.

Integration Details

The integration enables the following:

- Receive guest check-in and check-out data from Oracle Hospitality OPERA PMS as soon as the actions are performed.
- Handle reservations where guests in the same room each receive a separate bill.
- Receive a notification from Oracle Hospitality OPERA PMS whenever a checked-in guest performs a room move.
- Receive a notification from Oracle Hospitality OPERA PMS whenever a checked-in guest changes departure date, guest name, or language.
- Request to, or receive from Oracle Hospitality OPERA PMS, database swap commands to refresh the house occupancy status on the vendor system.
- Receive every text message as soon as it is entered into Oracle Hospitality OPERA PMS.
- Set message status to Received in Oracle Hospitality OPERA PMS.
- Send text messages to Oracle Hospitality OPERA PMS.

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.

- Receive a notification from Oracle Hospitality OPERA PMS whenever a guest requests not to be disturbed.
- Set the room status to clean, dirty, inspected, vacant or occupied in Oracle Hospitality OPERA PMS.
- Change TV rights from Oracle Hospitality OPERA PMS.
- Change minibar rights from Oracle Hospitality OPERA PMS.
- Set or clear a wake-up call both from and to Oracle Hospitality OPERA PMS.
- Update Oracle Hospitality OPERA PMS with the wake-up status.
- Request Oracle Hospitality OPERA PMS for the guest folio with detailed items.
- Perform remote checkout.
- Receive a notification from Oracle Hospitality OPERA PMS when rolling the business date (NightAudit Start/Stop).
- Set, retrieve, or cancel locator text into Oracle Hospitality OPERA PMS.
- Post charges to the room by total amount; multiple revenue centers are allowed.
- Post minibar charges to the room by total amount or by article.
- Send inquiries to Oracle Hospitality OPERA PMS to check room occupancy. Inquiries can be done by room number.
- Handle NoPost flags and CreditLimit messages received from Oracle Hospitality OPERA PMS.
- Handle individual postings for each occupant in the room.

Technical Details

Environment	
Partner Environment	**Oracle Environment**
• Betterspace Version 0.1	• Oracle Hospitality OPERA 5.5 • Oracle Hospitality Interface IFC8 8.11.1.0 • Fidelio Interface Application Specification (FIAS) 2.20.17
Product ID	
Product ID (FKT)	**Description and Name**
• MSC / FIAS_MSC	• Oracle Hospitality OPERA MSC Interface for Betterspace by Betterspace GmbH
Supported Protocol	
• FIAS via TCP/IP	