

Centelli

CentelliOS Integration with Oracle Hospitality OPERA 5.6

Centelli improves workplace productivity by automating key business processes. It partners with hotels to identify repetitive, manual tasks suitable for automation and then deploys digital workers to augment your current contact center workforce. If you hate it, automate it!

COMPANY OVERVIEW

Centelli is focused on improving workplace productivity by automating key business processes. Not only does this improve efficiency and productivity of your existing resources, it also frees up human workers to focus on more complex activities, making their jobs more meaningful and providing exponential benefits by improving their effectiveness.

INTEGRATION OVERVIEW

CentelliOS is designed to ease the workload of a hotel's contact center. It has a flexible input, meaning it can grab input from almost any source—including email, websites, and chat—and interface it to Oracle Hospitality OPERA. Hotels are using the power of CentelliOS to free up time for contact center staff time to focus on and interact with guests by automating the routine, manual transactions such as entering and updating reservations.

INTEGRATION DETAILS

CentelliOS leverages a flexible input format to extract information from a wide range of sources. It has native integration to traditional applications such as Outlook, Gmail, Microsoft Office products, Google Gsuite, SAP, ServiceNow, and more as well as digital applications including text, Whats App, and website chat. CentelliOS uses these integrations to source and extract information that enables it to create and manage reservations in Oracle Hospitality OPERA. The integration has been deployed to

- Enter and amend reservations that are received over email
- Query reservation status from a chat window
- Update payment method and payment routing of a reservation
- Cancel a reservation

CentelliOS is deployed on-premises and all data resides on the customers' networks ensuring complete data security.



Centelli

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ORACLE
Validated Integration
Oracle Hospitality

Oracle Validated Integration provides customers with confidence that a partner's integration with an on-premise Oracle 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.

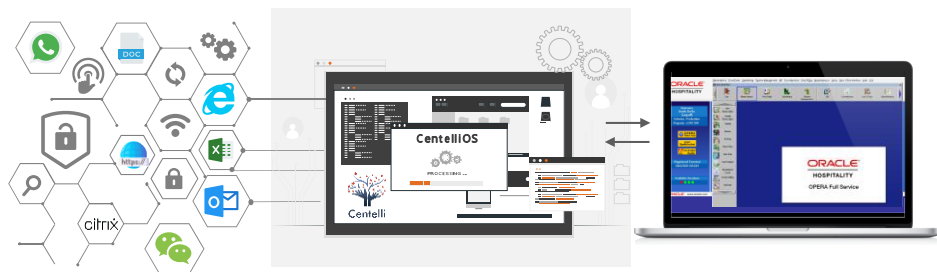


Figure 1. High-level diagram of the integration between CentelliOS and Oracle Hospitality OPERA

TECHNICAL DETAILS	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> CentelliOS 1.0.0 	<ul style="list-style-type: none"> Oracle Hospitality OPERA 5.6
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> OPW_500 	<ul style="list-style-type: none"> Oracle Hospitality OPERA Web Service for CentelliOS by Centelli Limited
Supported Protocols	
<ul style="list-style-type: none"> Hypertext Transfer Protocol Secure (HTTPS) 	

AVAILABILITY

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ORACLE

Validated Integration

Oracle Applications

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