

# CREATRIKS D.O.O.

## Facility Validated Integration with Oracle Hospitality OPERA 5.5



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### Simplify hotel operations with Facility

Facility enables you to replace old means of communication – pen – paper and telephone with a simple App, to manage your Hotel Operations. Avoid loss of information, delegate and manage tasks, guest requests, and issues all in one place and on the go.

### Company Overview

Founded in 2012, Creatriks' core product is Facility, a complete hotel operations and communication application. More than 20,000 rooms in 200 hotels across 10 different countries—including the UK, Germany, the Netherlands, Russia, Austria, Mexico, Croatia, Slovenia, and Serbia—are managed using Facility. Creatriks is currently expanding in the Middle East, the USA, and Spain.

### Integration Overview

The integration between Facility and Oracle Hospitality OPERA enables users to view real-time status changes from Oracle Hospitality OPERA in Facility. Users can track guest moves such as check-ins and check-outs and view guest details such as VIP status and country of origin. Facility users can also post minibar charges directly to Oracle Hospitality OPERA and also update room preparation status, meaning that housekeepers can mark rooms as cleaned and supervisors can mark them inspected.

### Integration Details

The integration enables the following actions:

- Receive guest check-in and check-out status from Oracle Hospitality OPERA
- Receive notification from Oracle Hospitality OPERA whenever a checked-in guest changes rooms
- Receive a notification from Oracle Hospitality OPERA whenever a checked-in guest changes departure date, guest name, or language
- Request to or receive from Oracle Hospitality OPERA, 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.
- Set the Oracle Hospitality OPERA message status to "received"
- Receive a notification from Oracle Hospitality OPERA whenever a guest requests not to be disturbed
- Set room status in Oracle Hospitality OPERA to clean, dirty, inspected, vacant, or occupied.



### 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.

**AVAILABILITY**

For additional information about consumer, operational, and enterprise solutions, contact us at:

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- Set or clear a wake-up call both from and to Oracle Hospitality OPERA
- Update Oracle Hospitality OPERA with the wake-up status
- Request Oracle Hospitality OPERA for the guest folio with detailed items
- Perform remote checkout
- Post charges to the room by total amount, with multiple revenue centers allowed
- Post minibar charges to the room by total amount or by article
- Set, retrieve, or cancel locator text into Oracle Hospitality OPERA

**SUPPORT**

For technical support please contact:

[support@facilityforhotels.com](mailto:support@facilityforhotels.com)  
 Tel.: +386.30.70.40.70

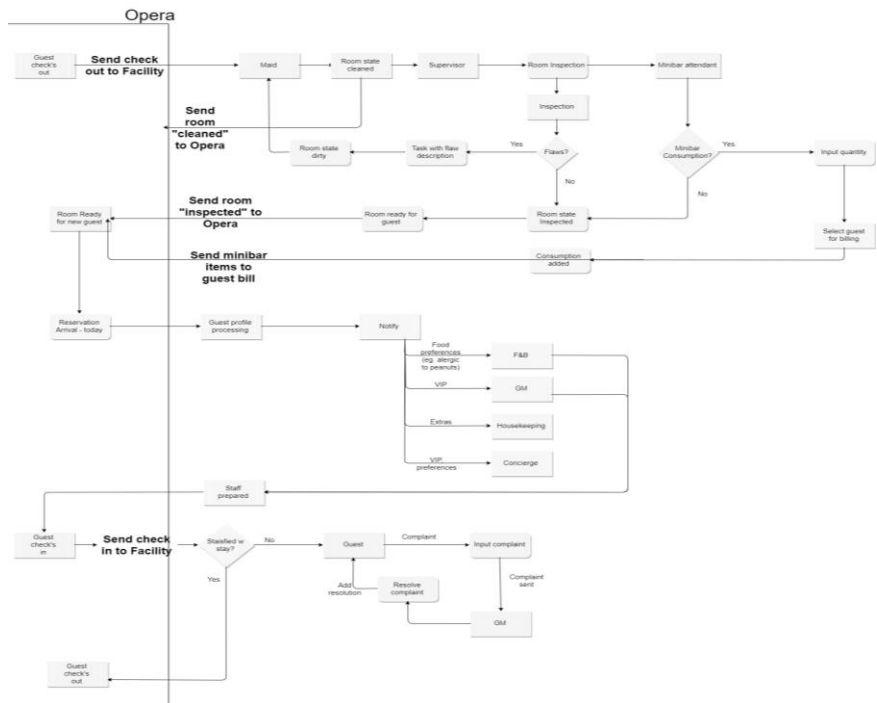


Figure 1. Integration architecture

**Technical Details**

Environment	
<b>Partner Environment</b>	<b>Oracle Environment</b>
<ul style="list-style-type: none"> <li>• Facility Version 1.1</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle Hospitality OPERA 5.5.x</li> <li>• Fidelio Interface Application Specification (FIAS) 2.20.12</li> </ul>
Product ID	
<b>Product ID (FKT)</b>	<b>Description and Name</b>
<ul style="list-style-type: none"> <li>• FIAS_MSC</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle Hospitality OPERA MSC Interface for Facility - CREATRIKS</li> </ul>
Supported Protocol	
<ul style="list-style-type: none"> <li>• FIAS via TCP/IP</li> </ul>	