INTEGRATED HOSPITALITY SOLUTIONS PTY LTD

E-Box CRM Validated Integration with Oracle Hospitality OPERA 5.5

Integrated Hospitality Solutions Pty Ltd
Office 1, 21 Mary Street
Surry Hills, NSW, Australia, 2010
Tel.: +61.(0).2.8006.2908
Fax: +61.(0).2.9211.0068
ihsolutions.com.au

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.

Your data is your future. Use it to drive higher engagement, new revenue channels and more direct bookings.

The E-Box CRM 4.0 Suite of Solutions is an integrated platform that allows a marketing department to fully mange its online presence and to develop 1:1 communication with clients. The platform is modular and scalable to cater for different needs. It helps companies to collect and analyze data while building their first online presence or to further develop those that already have an established presence. Get to know your guests with the E-Box CRM 4.0 Suite of Solutions.

Company Overview

Integrated Hospitality Solutions is a boutique software house with more than 10 years of experience helping clients to identify repeat business opportunities, potential loyal customers, guests who need a booking motivation, former guests who can be reactivated.

Integration Overview

The E-Box CRM 4.0 Suite of Solutions integrates with Oracle Hospitality OPERA property management system (PMS) through a two-way API connection with OPERA Web Services (OWS). The integration enables the E-Box CRM to retrieve, manage, and reconcile all information related to bookings, guests, and membership programs.

Integration Details

Integrated Hospitality Solutions' E-Box CRM 4.0 Suite of Solutions integrates with Oracle Hospitality OPERA PMS on the following modules:

- **Reservation:** Two-way integration manages every aspect of the booking and the booking or upgrade process.
- **CRM:** Two-way integration with the Name services from Oracle Hospitality OPERA to reconcile details associated with the guest profile, including booking history.
- **Membership:** E-Box's loyalty and membership module integrates with Oracle Hospitality OPERA providing extended functionalities and features to cater to every membership program requirement.

The web services integrated with E-Box CRM 4.0 include:

- **Availability web service** is used to retrieve lists of available rooms, rates, and add-on items. The messages used include general availability, regional availability, fetch available items, item groups, packages and availability calendar with rates and room types.
- **Guest services web service** is used to update room statuses and retrieve wake up calls for guests.
- **Information web service** is used to retrieve property configuration information. The messages used include examples such as address type, phone role, query hotel information, region code, and room types.
- **Membership web service** is used to search, retrieve, and manage membership and loyalty information. The messages used include examples such as fetch member points, fetch membership transactions, and fetch statement in the OPERA Customer Information System (OCIS).
- **Name web service** is used to search, retrieve, and manage profile data. The messages used include examples such as fetch profile and insert, update, or delete email, phone, or address.
- **Reservation web service** is used to retrieve, create, modify, upgrade, and cancel reservations In Oracle Hospitality OPERA. The messages used include create, modify, cancel, and fetch booking; future booking summary; add or delete an accompanying guest; as well as upgrade and up-sell features such as fetch room upgrades, fetch available offers, upgrade and up-sell reservations.
- **Stay history web service** is used to retrieve a list of past reservations made by the guest.

Technical Details

Environment	
Partner Environment	**Oracle Environment**
• E-Box CRM 4.0 Suite	• Oracle Hospitality OPERA 5.5

Product ID	
Product ID (FKT)	**Description and Name**
• OPW_500	• Oracle Hospitality OPERA Web Suite Interface by Integrated Hospitality Solutions

Supported Protocol
• OWS 5.1
• HTTPS
• XML Request

Validated Integration

Oracle Applications