

ORACLE VALIDATED INTEGRATION DATA SHEET

Oaky

Oaky Integration with Oracle Hospitality OPERA 5.5

Oaky is a smart upselling engine that helps hotels to automate hyper-personalised upselling. By delivering a superior experience to guests, Oaky helps hotels to drive additional profit from existing customers.

COMPANY OVERVIEW

Oaky enables hoteliers to browse best-selling upsell offers, add personalized guest-facing deals to their platform, and promote the upsell offers through perfectly-timed guest communication. Guests are in control of their own stay, able to add upgrades, special deals, and ancillary services.

Oaky was named Best Upsell Software 2020 at the HotelTechAwards and is trusted by innovative hotels, groups, and chains across the globe, including Event Hotels, Onyx Hospitality Group, and Radisson Hotel Group. Founded in 2013, Oaky has offices in Amsterdam and Singapore.

INTEGRATION OVERVIEW

The two-way integration between Oaky and Oracle Hospitality OPERA property management system (PMS) eliminates all manual work. Oaky receives guest reservation data, room inventory, and packages created in the PMS. The ancillary upsell packages can include offers for spa services, parking, early check in, late check out and more. Oaky automatically sends the upsell emails to the guests.

Inside the Oaky web app—available through Oaky’s emails or through third-party channels such as chatbots, omnichannel, CRM, and more—Oaky automatically presents available room upgrades and services. When a guest purchases any upgrade or an extra, it will be automatically pushed into the folio.

The integration also facilitates room inventory updates. When a guest buys an upgrade several days before arrival, Oaky pushes back the upgrade or package into the guest folio, automatically freeing up the room that was originally booked so it can be resold.

If the two-way communication fails, the deal falls back in the dashboard for manual approval. An action notification is automatically sent to the hotel team to approve the deal.

INTEGRATION DETAILS

The integration supports the following functionality:

- Oaky receives and sends data via the OXI interface.
- Oaky receives all newly created reservations and updates on existing reservations, including cancellations, from Oracle Hospitality OPERA.
- Oaky receives the room inventory from Oracle Hospitality OPERA and uses that information to filter out unavailable room types.



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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.

- Oaky adds a package to the reservation for room upgrades without adjusting the original rate. Oaky also modifies the room type to the upgraded room type.
- Oaky adds packages to the reservation via two-way services.
- For both two-way upgrades and services, Oaky add traces, notes, and alerts informing the hotelier about what was purchased.

AVAILABILITY

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 Tel.: +31 20 244 2307
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SUPPORT

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 or contact us through your Oaky dashboard chat.

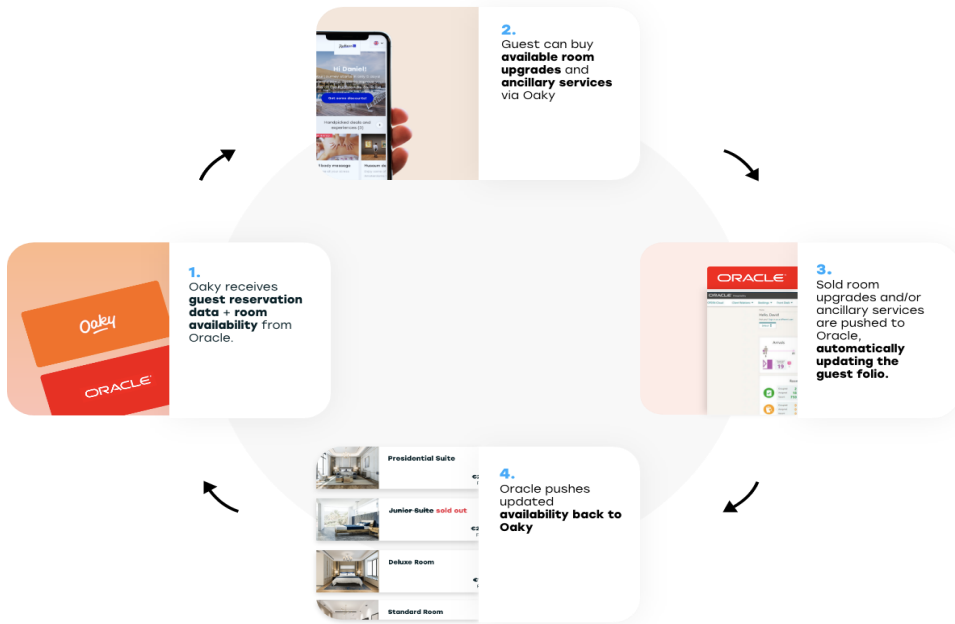


Figure 1. High-level process flow for the integration between Oaky and Oracle Hospitality OPERA

TECHNICAL DETAILS	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> • Oaky 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA 5.5
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> • OPX_OAKY 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA Xchange Interface for OAKY
Supported Protocols	
<ul style="list-style-type: none"> • HTTP(s) Protocol 	

ORACLE
 Validated Integration
 Oracle Applications

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