

# Virdee

## Virdee Virtual Reception Integration with Oracle Hospitality OPERA Kiosk Interface 5.6

Virdee provides guest-facing technology and software to the hotel industry. Virdee Virtual Reception uses an API-first approach to provide a comprehensive solution including contactless check-in and checkout, ID verification, payment collection, and remote support—all via smartphone and in-lobby kiosk. If desired, the system can replace the front desk entirely.

### COMPANY OVERVIEW

Based in Austin, Texas, Virdee is software company providing guest-facing technology to the hotel industry. Virdee's platform is more than just a virtual check-in experience. The solution helps clients elevate the customer experience, reduce cost, and generate ancillary revenue. Virdee Virtual Reception is flexible and can scale to incorporate everything from room upgrades to service requests and guest communication. It integrates seamlessly with existing mobile apps—via the Virdee SDK—to provide these features to guests within a familiar interface or via Virdee's own, unique app.

By offering a kiosk, properties can provide physical keys to guests while maintaining an elegant lobby presence and reducing demand on staff. Better yet, the solution encourages staff to emerge from behind the desk and transform into guest relationship managers. All of this is done under the umbrella of secure ID checks, which reduce the significant cost of fraud and chargebacks by discouraging such actions while also providing properties the tools to resolve disputes.

### INTEGRATION OVERVIEW

At all times, the Virdee Virtual Reception system queries reservation data for the preceding seven days as well as packages available for purchase. Based on available user profile data, this information is presented to guests ahead of check-in for marketing purposes.

At check-in or during a pre-check-in process, Virdee's identity verification module securely connects user profiles with reservation data. Prior to completing the check-in process, Virdee Virtual Reception collects a payment method for incidentals and current charges, auto-assigns a room (if needed), delivers a mobile key or a key card to the guest, and marks the guest as checked in on the Oracle Hospitality OPERA platform.

During checkout, Virdee Virtual Reception utilizes the Check-out API to present the guest with the folio of charges and mark the guest as checked out on the Oracle Hospitality OPERA platform.



**virdee**  
Seamless Interactions

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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.

## INTEGRATION DETAILS

Virdee uses the SOAP-based Oracle Hospitality OPERA Kiosk API to integrate with its iOS and Android applications on Virdee Virtual Reception's mobile and kiosk platforms. Virdee validates the integration using automation and manual testing to ensure the following features are operational:

- Check-in
- Checkout
- Upgrades and cross-sells
- Walk-in reservations

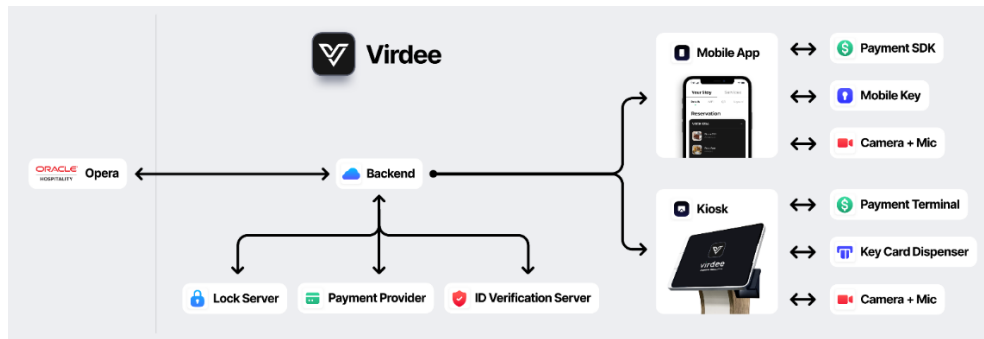


Figure 1. High-level architecture of the integration between Virdee Virtual Reception and Oracle Hospitality OPERA Kiosk Interface.

## AVAILABILITY

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TECHNICAL DETAILS	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> <li>• Virdee Virtual Reception</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle Hospitality OPERA 5.6</li> <li>• Oracle Hospitality OPERA Kiosk Interface 5.6</li> </ul>
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> <li>• OPP_KSK</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle Hospitality OPERA Property Kiosk Interface for Virdee Virtual Reception by Virdee Inc.</li> </ul>
Supported Protocols	
<ul style="list-style-type: none"> <li>• HTTPS</li> </ul>	

## ORACLE Validated Integration Oracle Applications

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