WEVO TECHNOLOGY SDN BHD

Wevo Hotel Apps
Validated Integration with
Oracle Hospitality OPERA 5.5

WEVO: We Network Voice

WEVO IPPBX is a telephony solution for the hotel industry. WEVO provides telephony hardware such as media gateway, call server and telephones. WEVO telephony solution comprises PBX, Call Center, CRM and Telephony Mobile Application for hotel environments. WEVO telephony solutions can cater to up to 10,000 rooms and satisfy five-star hotel requirements. WEVO has a software component called **PMS Link** which allows for direct connection to Oracle Hospitality OPERA.

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Company Overview

A technology company specializing in telecommunication product development and distribution, Wevo specializes in private automatic branch exchanges (PABX), IP-based private branch exchanges (IP PBX), headsets, call logs, and call centers. Its sales channel is comprised of IP PBX solution providers, PABX distributors, and solution integrators throughout ASEAN. In addition to IP PBX products, call logs, and a SIP gateway, Wevo supports the hospitality industry with in-house IP phones, door phones, and hotel phones.

Integration Overview

The integration between Wevo Hotel Apps and Oracle Hospitality OPERA PMS is illustrated in Figure 1.

Validated Integration

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.
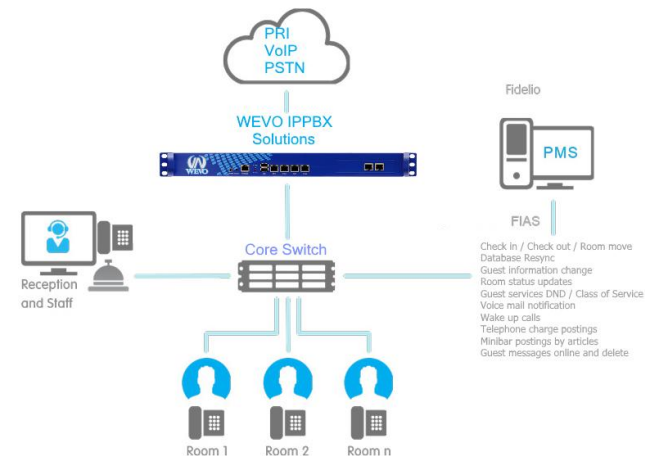

Figure 1. Integration architecture

AVAILABILITY

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SUPPORT

wevotech.freshdesk.com/support/home

Integration Details

The integration supports the following functionality:

- Check in, check out, room move, and database resync
- Guest information change
- Room status updates
- Guest services such as do not disturb and class of service
- Voicemail notification
- Wake up calls
- Telephone charge postings
- Minibar postings by articles
- Guest messages online and delete

Technical Details

Environment	
Partner Environment	**Oracle Environment**
• Wevo Hotel Apps Version 1.0	• Oracle Hospitality OPERA Version 5.5 • Oracle Hospitality Interface IFC8 Version 8.10.2.20 • Fidelio Interface Application Specification 2.20.20

Product ID	
Product ID (FKT)	**Description and Name**
• IFC_PBX / FIAS_PBX	• Oracle Hospitality OPERA PBX Interface for Wevo Hotel Apps - Wevo Technology Sdn Bhd

Supported Protocol
• FIAS via TCP/IP

ORACLE®

Validated Integration

Oracle Applications