

Oracle Hospitality OPERA Web Self-Service Cloud Service



When your customers use the internet to plan travel, their expectations of the online services that hotels and other travel operators offer are constantly evolving. With Oracle Hospitality OPERA Web Self-Service Cloud Service, you can provide secure and streamlined online services that enable customers to make bookings (without your having to pay fees on those bookings), change reservations, select room amenities, confirm loyalty points, and define preferences. By integrating Oracle Hospitality OPERA Web Self-Service Cloud Service with enterprise management systems, you ensure the accuracy and efficiency of your online services.

KEY FEATURES

- Acceptance of online bookings without fees
- Real-time availability through integration to Oracle Hospitality OPERA Property Cloud Service products and Oracle Hospitality OPERA Room Reservation System
- Real-time adjustments through the administration module
- Ability to handle loyalty membership information when connected to Oracle Hospitality OPERA Customer Loyalty Tracking Service
- Customer relationship management

KEY BENEFITS

- Boost guest loyalty and profit by giving control over their own itineraries
- Increase guest retention
- Enhance brand recognition
- Grow revenue and enhance customer service

Experience the Power of Integration

The power of Oracle Hospitality OPERA Web Self-Service Cloud Service lies in its seamless integration with other applications in the Oracle Hospitality OPERA suite, including Oracle Hospitality OPERA Property Cloud Service products, Oracle Hospitality OPERA Room Reservation System, and Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service. This integration enables you to offer real-time room availability to guests wanting to make a booking on your website, and ensures that loyalty information and other information is up to date. The guest experience begins on your website; delivering accurate information helps to reassure customers, strengthen their trust in your brand, and maximize bookings.

Manage Bookings Efficiently

Creating a front end interface for online booking with Oracle Hospitality OPERA Web Self-Service Cloud Service enables you to accept online reservations without additional fees per booking. Incorporate your custom-built front end into your existing website to provide access to real-time inventory while eliminating mistakes and minimizing manual intervention—all of which keep operating costs low.

Know Your Customers

To deliver a truly exceptional guest experience and maximize customer loyalty, you need to be able to recognize customer preferences and respond to them wherever possible. One of the easiest ways of getting to know your customers is by gathering their preference information online. Oracle Hospitality OPERA Web Self-Service Cloud Service enables you to learn more about your customers with every reservation. That information can then be used to influence the services you provide to them, for example, the room they are assigned.

RELATED PRODUCTS

The Oracle Hospitality OPERA suite includes

- Oracle Hospitality OPERA Property Cloud Service
- Oracle Hospitality OPERA Mobile Cloud Service
- Oracle Hospitality OPERA Room Reservation System
- Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Cloud Service
- Oracle Hospitality Web Proposal Cloud Service
- Oracle Hospitality OPERA Web Self-Service Cloud Service
- Oracle Hospitality Web Booking Engine Cloud Service
- Oracle Hospitality OPERA Gaming Cloud Service
- Oracle Hospitality OPERA Vacation Ownership System Cloud Service

Multilingual Support

Further personalize the guest experience by providing guests with the ability to make online reservations in their own languages. Oracle Hospitality OPERA Property Cloud Service products enable you to translate the rate and room descriptions to reach a broader customer base. Provide your guests with the tools they need to maximize their travel experience and travel the globe—all from a single website.

Manage Your Online Brand

Make sure that your online booking experience fits with your website and brand. With Oracle Hospitality OPERA Web Self-Service Cloud Service, your web designer can create the look and feel of the process to ensure that guests feel comfortable and confident as they complete their bookings or make changes.

Make Security a Priority





Oracle Hospitality OPERA Web Self-Service Cloud Service offers a number of security options to ensure that your hotel's critical business information and your guests' privacy remain protected.



CONTACT US

For more information about Oracle Hospitality OPERA Web Self-Service Cloud Service, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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Hardware and Software, Engineered to Work Together

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