

METASPHERE TECHNOLOGIES

Metasphere CRM Validated Integration with Oracle Hospitality OPERA 5.5



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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.

Improve customer relationships and increase direct bookings with a 360-degree view of guests

The Metasphere customer relationship management (CRM) solution offers a flexible, customized solution that provides a complete view of guests. With it, you can better understand customer relationships while increasing direct bookings and brand awareness through included emarketing functionality. Metasphere CRM is a cost-effective solution that provides a centralized, global database of information and advanced functionality to establish, maintain, and nurture customer relationships.

Company Overview

Established in 2002, Metasphere Technologies serves international clients in the hospitality industry. Metasphere's team of highly experienced and knowledgeable professionals provide high quality and efficient solutions specializing in the areas of procurement, supplier management, CRM, automated task allocation, and task management. Metasphere takes great pride in providing excellent customer service and cutting edge technology while still furnishing cost effective solutions.

Integration Overview

Metasphere Technologies has integrated the Metasphere CRM system with Oracle Hospitality OPERA property management system (PMS) using OPERA Web Services (OWS) as an enhancement to the current Metasphere CRM system. OWS allows Metasphere CRM to perform self-check-in and self-check-out functions, as well as enhances and expands the Metasphere CRM product offering.

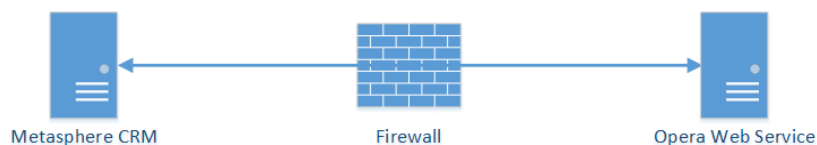


Figure 1. The primary data flow is displayed in the diagram above.

Metasphere CRM has a two-way data exchange with Oracle Hospitality OPERA PMS via OWS. Information is transmitted and exchanged using the Oracle's API set.

AVAILABILITY

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The integration touchpoints are as follows:

- Room status: Updates for guest requests such as do-not-disturb and wake-up-call functionality
- Check-In: Assign room, retrieve details from Oracle Hospitality OPERA PMS, update and cancel
- Check-Out: Invoice related functions and updates
- Invoice: Retrieve invoice information and print invoice
- Reservation: Modification and updates

All functions listed are related to OWS functionality.

Integration Details

The Metasphere CRM system is integrated with Oracle Hospitality OPERA using OWS 5.1 APIs. The Metasphere CRM application interface with Oracle Hospitality OPERA provides the following:

- Self-check-in: Guests perform self-check-in operations
- Self-check-out: Guests perform self-check-out operations
- Reservation retrieval: Guests retrieve their reservation details
- Wake-up call scheduling: Guests schedule wake-up calls
- Invoice retrieval: Guests retrieve their invoice details

Metasphere self-service kiosk functionality includes:

- Self-check-in including keycard distribution
- Self-check-out including keycard recycling
- Self-payment with credit card, PayPal, AliPay, WeChat Pay, and others
- Passport and ID verification
- Folio printing and email options

Technical Details

Environment	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> • Metasphere CRM System 4.0 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA 5.5
Product ID	
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> • OPP_KSK 	<ul style="list-style-type: none"> • Oracle Hospitality Opera Kiosk Interface
Supported Protocol	
<ul style="list-style-type: none"> • OWS 5.1 HTTPS XML Request 	