

Mango Messaging Technology

IBP Integration with Oracle Hospitality OPERA 5.5

IBP is a future-proof, omnichannel communications and booking platform for hotels and travel agents to effectively engage with their customers, enhancing the customer experience and improving revenue. With API-led connectivity, IBP users can maximize their communications channels to provide a 360-degree customer experience through a single, unified platform, including popular social media integration such as WeChat, Line, as well as email, SMS and Chatbot.

COMPANY OVERVIEW

Mango Messaging Technology (MMT) is a Macau-based technology company providing digital transformation solutions to the hospitality and public sector industries. With regional offices in mainland China and Singapore, the company's key customers include international integrated resorts, hotel chains, and public sector organizations.

Delivering both local strategy and global vision, MMT's innovative business solutions enable enterprises to enhance communication engagements with customers and employees alike, achieving high quality customer satisfaction and improving revenue expectations.

INTEGRATION OVERVIEW

The OPERA Xchange Interface (OXI) Connector module of IBP works as an HTTP server to enable two-way data exchange with OXI which works as client. When OXI Connector receives an XML message from OXI, the message is queued for processing and a synchronous response is provided to update the status to "message received". Once the queued data is processed, an asynchronous Result response is generated to update the status to "complete" and provide any other relevant information. Reservation and Result messages are put in another IBP-to-OXI queue, waiting for OXI to extract the data and complete the entire two-way data exchange.

INTEGRATION DETAILS

IBP synchronizes and stores data from Oracle Hospitality OPERA property management system (PMS)—including data on profiles, inventory, rates and restrictions, packages, allotments, and reservations—through the two-way OXI Connector. The integration also provides push reservations with API-led connectivity as well as secured RESTful APIs for multiple endpoints to access data for further customization or extension.



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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.

The integration enables the following features:

- Availability and rate control
- Centralized follower profile management
- Centralized reservation engine for booking and product management
- Sophisticated messaging processor for push messages and auto-reply Omnichannel reservation tracking messages

AVAILABILITY

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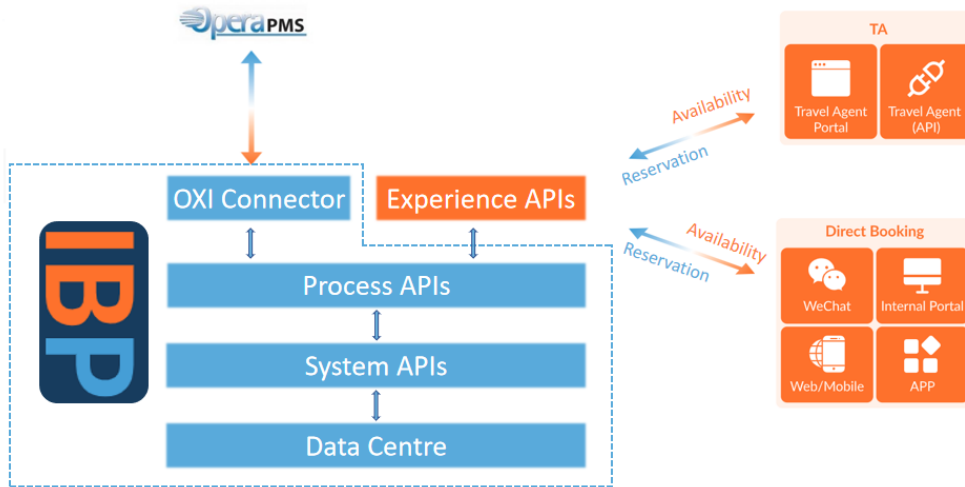


Figure 1. High-level architecture for the integration between IBP and Oracle Hospitality OPERA.

TECHNICAL DETAILS	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> • IBP 2.0 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA 5.5 • OXI Two-Way Interface
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> • OPX_IBP 	<ul style="list-style-type: none"> • Oracle Hospitality Opera Xchange Interface for IBP by Mango Messaging Technology
Supported Protocols	
<ul style="list-style-type: none"> • HTTP/HTTPS 	

ORACLE
 Validated Integration
 Oracle Applications

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