

# 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-driven approach, 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-driven approach as well as secured RESTful APIs for multiple endpoints to access data for further customization or extension.



Mango Messaging Technology  
Limited  
Av. de Marciano Baptista  
No 26-54-B  
Centro Comercial Chong Fok  
15 Andar D  
Macau, China 999078  
Tel.: +853.2871.7920  
Fax: + 853.2872.1046  
[mmt.com.mo](http://mmt.com.mo)

## 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**

Av. de Marciano Baptista  
 No 26-54-B  
 Centro Comercial Chong Fok  
 15 Andar D  
 Macau, China 999078  
 Tel.: +853.2871.7920  
 Fax: + 853.2872.1046  
 Email: [info@mmt.com.mo](mailto:info@mmt.com.mo)

Room 2103-2  
 Senyu International Building  
 Block One  
 No. 118, Cuiqian North 3rd Street  
 Xiangzhou District  
 Zhuhai, China 519000  
 Tel.: +86.756.2660100  
 Fax: +86.756.2660700  
 Email: [info@moxlink.com](mailto:info@moxlink.com)

10 Anson Road,  
 #13-09,13-13A,13-15 International  
 Plaza  
 Singapore 079903  
 Tel: +65.62250588  
 Fax: +65.62254628  
 Email: [info@moxlink.com](mailto:info@moxlink.com)

**SUPPORT**

Tel.:+853.2871.2020  
[support@mmt.com.mo](mailto:support@mmt.com.mo)

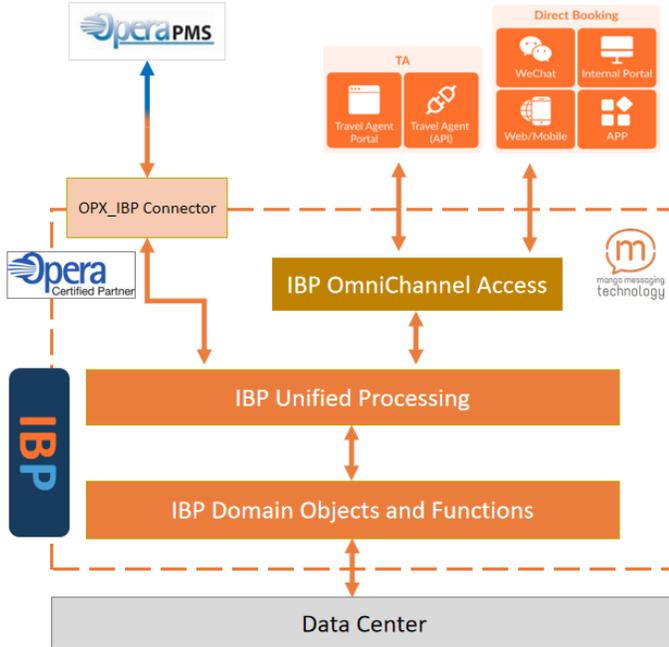


Figure 1. High-level architecture for the integration between IBP and Oracle Hospitality OPERA.

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

**ORACLE**  
 Validated Integration  
 Oracle Applications

Copyright © 2020, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners. 0420

