Sangoma

Oracle Connector Add-On

The Oracle Connector is an addon for PBXact phone systems that enable hotels, resorts, motels, and other hospitality facilities to provide superior customer service and reduce operational costs by allowing direct communication between an Oracle Property Management System, such as Oracle® Hospitality OPERA (formerly Fidelio), and Sangoma's flexible UC system, PBXact, powered by open source software Asterisk and FreePBX.

The Oracle-certified Connector Addon provides synchronization between databases, allowing the automation of formerly manual guest processes.

- ⊙ Activating and deactivating guest room phones and voicemail upon check-in and check-out

- ⊙ Set and view room cleanliness status

- ⊙ Set wake-up calls

- ⊙ Emergency calling

Guest room telephone devices are also automatically updated with guest information so by the time the guest walks into the room, their name is already set up, and it will also be displayed to the service staff, so they know at a glance who is requesting service.

Shortened response times, help the staff to be proactive to guest needs, making guests feel valued, and increasing their likelihood to come back and give good reviews, attracting further potential guests.

With communication still being one of the top expenses in the hospitality business, the industry will benefit from the Oracle Connector's ability to create taxes, assign billing rates automatically, and ensure accurate billing of call charges to the corresponding guest account.

Automate processes with Sangoma's flexible communication systems, and streamline maximum benefits for both the guest and the hotel staff.

Communication FROM the PMS System TO the PBXact System

Check In
Allows to make outgoing calls

Check Out
Outgoing calls are not allowed

Room Move
Moves guest information data to the new room

Room Update
Updates any new guest information entered

Reminders
Enable Wake Up calls to guest rooms

DND
Allows to set 'Do Not Disturb' feature to guest's room

COS
Allows to enable / disable the outgoing calls

Guest Name
Guest's name appears on phone's display at the Front Desk

Communication FROM the PBXact System TO the PMS System

Call Accounting
Send charged guest calls to the PMS

Room Status
Send Room Status codes to PMS (Clean, Dirty, ...) dialed from guest's room phone

Minibar
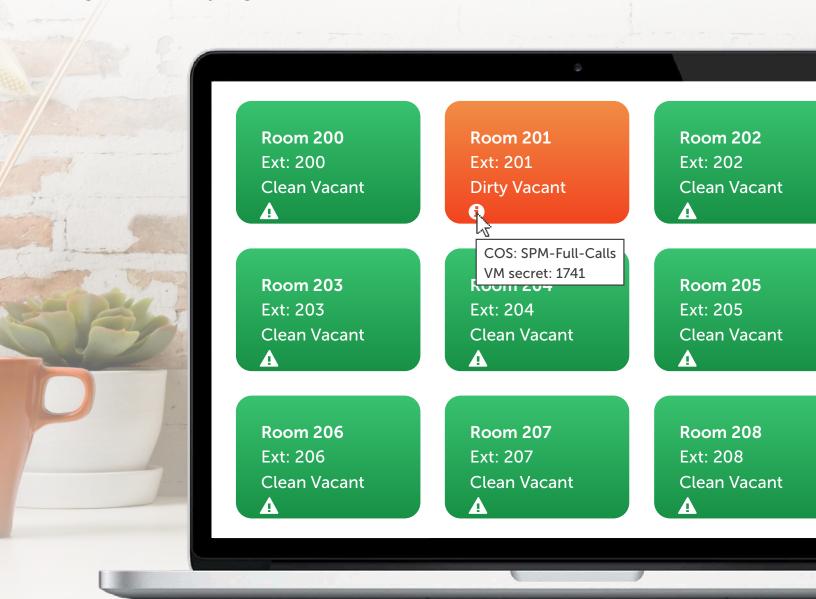Send minibar charges to the PMS system

Notifications
Send Reminders / Wake Up notifications (Cancelled, Activated, Answered, ...)

Staff Features

The User Control Panel (UCP) in PBXact provides staff with a personal dashboard for each room, showing:

- Guest Reservation Number
- Manage housekeeping services and room clean status
- Billing and invoices for your guests
- Track and manage phone calls and toll charges
- Guest services such as mini-bar, guest requests and wake-up calls

Room 200
Ext: 200
Clean Vacant
⚠

Room 201
Ext: 201
Dirty Vacant

COS: SPM-Full-Calls
VM secret: 1741

Room 202
Ext: 202
Clean Vacant
⚠

Room 203
Ext: 203
Clean Vacant
⚠

Room 204
Ext: 204
Clean Vacant
⚠

Room 205
Ext: 205
Clean Vacant
⚠

Room 206
Ext: 206
Clean Vacant
⚠

Room 207
Ext: 207
Clean Vacant
⚠

Room 208
Ext: 208
Clean Vacant
⚠

Guest Features

Guests have their own dashboard interface, enriching their experience. Features include:

- Expense details: mini-bar and phone call charges
- Wake-up call requests
- Front-desk notifications
- Request check-out

Technical Specifications

User Interface:

◉ Uses UCP of PBXact

◉ Permissions are controlled via Sangoma Property Management (SPM) module with PBXact

◉ Hotel Staff, management and guests have a unique dashboard with customized privileges

Licensing:

◉ Requires the SPM module installed on PBXact systems, recommended minimum version, PBXact 15

◉ The Oracle Connector Addon module requires the Sangoma Property Management module as a prerequisite. Both modules are licensed separately.

◉ Consult portal.sangoma.com for licensing information and pricing

General Features:

◉ Reservations

◉ Check-in / Check-out

◉ Room transfer

◉ Automated wake-up calls

◉ Mini-bar charges

◉ Billing (including taxes)

◉ Reporting

Compatibility:

◉ Supported on PBXact (v13 and above. NOT supported on FreePBX)

◉ Oracle® Hospitality IFC8 protocol V2.20.2x