Denwa

S W I T C H I N G   Y O U R   L I F E

micros | FIDELIO
Opera

Denwa Modules
Interface Fidelio

Scope

IFC DenwaUC interface with Fidelio Opera, keeps synchronized both platforms to expand and achieve optimization and integration of systems for better use of resources for hotels. In addition the aim is to automate tasks that previously had to be performed by staff members and employees.

Key Features:

Synchronization of guests' Check-ins and Check-outs.

- When making check ins and check outs in Fidelio Opera , DenwaUC would automatically synchronize that information with your configuration, enabling extensions along with other information to identify a guest by using any of the unified communications services.

Shared bedrooms.

- It will allow to include more than one guest per room and to identify their consumptions while enabling services separately, including all activities of revenues, check ins, check outs.

Guests' movement between rooms.

- UC Denwa will identify guest movements between rooms handling and consumption records associated with it, enabling and disabling services to keep both systems synchronized.

Synchronizing data between systems.

- UC Denwa will take the information sent by Opera Fidelio to customize the information unified communications services and telephony, including the following:

  - Guest name on services.
  - Language used for services
  - Enabling profiling calls, Local, National, and International Mobile.
  - Permits Unified Communications
  - Voice messages

Denwa Interface Fidelio

Synchronization of guests' Check-ins and Check-outs.

- When making check-ins and check outs in Fidelio Opera a DenwaUC would automatically synchronize that information with your configuration, enabling extensions along with other information so the guest is identified by using any of unified communications services.

Pricing and export calls.

- Once the room admission has taken place Denwa UC will allow the setting rates for calls and then send the call cost to Opera Fidelio, so it can be configured as posting simple or have the fee sent according to the rate set locally, this requires the synchronized configuration between the two systems.

Room Status

- Denwa UC will allow through a predesigned audio application to use telephones rooms for housekeepers to report the room condition during the maintenance and cleaning routine. The codes sent are registered in Opera Fidelio and they must be coordinated and informed to the operators.

Call Schedule

- The host can schedule automatic system calls that will allow you to enter the time and contact number in order to make specified calls. This whole process is done automatically by UC Denwa .

Consumption record

- DenwaUC allows operators and employees make consumption records through an application of attention, where you can specify the item and quantity consumed. Previously they must be registered and loaded in Opera Fidelio codes items to consume for recording and charging for them.

Denwa Interface Fidelio

Implementation Technical Informations

The following messages are listed in the interface implemented and managed by Denwa UC

- Messages
- Link Start (LS)
- Link Alive (LA)
- Link End (LE)
- Link Description (LD)
- Link Record (LR)
- Database Resync Request (DR)
- Database Resync Start (DS)
- Database Resync End (DE)
- Guest Check-in (GI)
- Guest Check-out (GO)
- Guest Data Change (GC)
- Wakeup Request (WR)
- Wakeup Answer (WA)
- Wakeup Clear (WC)
- Posting Simple (PS)
- Posting Answer (PA)