

Oracle Opera Telephone Management System Interface for DuVoice



Check In/Out

Guest Names

Room Status

Wake Up Call

Phone Control

Minibar

The DuVoice IP interface to Micros Opera allows a single interface between Opera and the PBX .

Interface Summary

Requirements:

- DuVoice DV2000
- Micros Opera with IFC8 Interface Engine (Opera P/N 5001-333)

Check In

- Enable room mailbox
- Deliver welcome message (optional)
- Turn on long distance dialing COS
- Guest name to telephone system
- Guest Language
- Set Wake Up Call

Room Move

- Move messages to the new room
- Move scheduled wakeup calls

During Stay

- Receive 'call front desk' messages
- Set wake up calls

Check Out

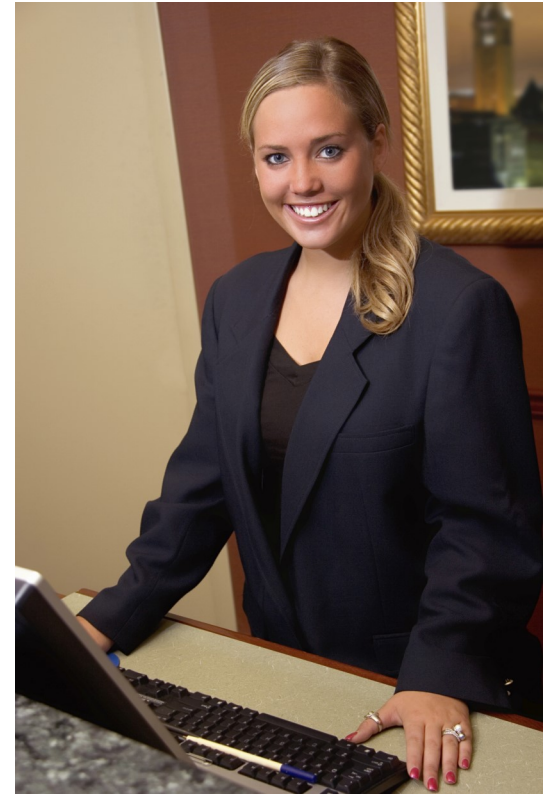
- Disable mailbox
- Archive messages
- Extinguish message waiting light
- Remove wakeup calls for that room
- Archive wake up call data
- Remove any personal greetings
- Remove any personal password
- Reset extended stay class of service
- Turn off long distance dialing COS

Room Status

- Pass room clean/dirty status +
- Multiple status codes "repair, etc."
- Housekeeper ID

Data Swap

- Data synchronization
- Auto creation of guest mailboxes



Group Codes

- Sending Group Messages
- Group Wakeup Calls

Minibar Refill

- Refill auto post to guest folio
- Direct Charge or Item and Count