



Oracle Connector Add-On

The Oracle Connector is an add-on 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



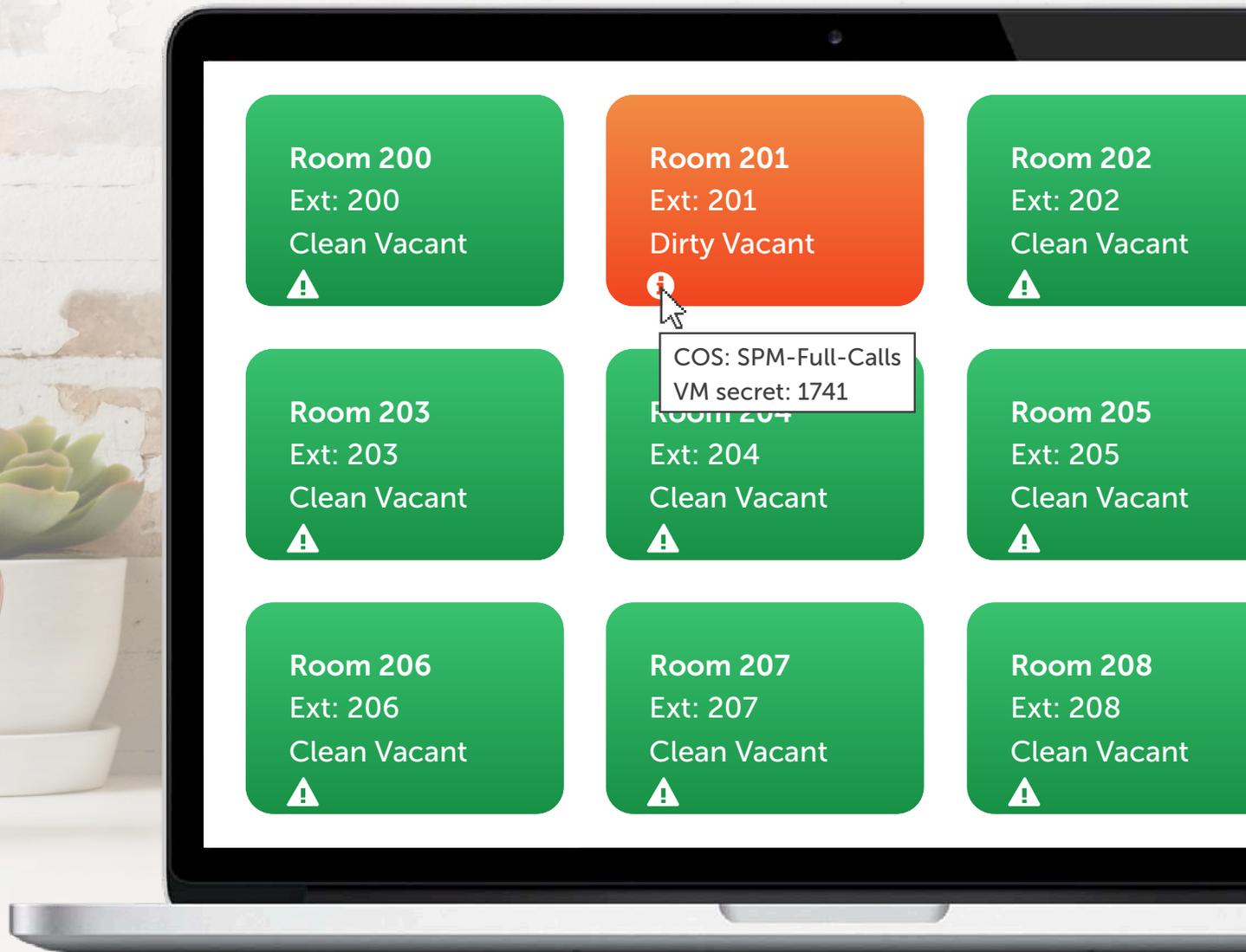
Notifications

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



Guest Features

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

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

