Infor Hospitality Interface Testing and Certification Acceptance Document

Imagicle

Imagicle UCX Suite - Hotel Services - TMS

March 2023

General Information

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| **Vendor** | Imagicle |
| **Product/Version** | Imagicle UCX Suite Hotel Services |
| **Vendor Contact** | Gianluca Lorenzin – gianluca.lorenzin@imagicle.com |
| **Infor Contact** | Shubhakar Bangalore – shubhakar.bangalore@infor.com |

General Interface Information

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| **Infor supported Solutions & Version** | HMS Version 3.8.5 +  Liaison Version 4C.05.30 + |
| **Protocol used** | FIAS Protocol (TCP/IP) – L066D |

Vendor Product Functionality

Imagicle develops the most complete set of UC applications included in one suite, helping companies to make their communications faster, smarter and easier, in their office and remotely, empowering their Calling services on-premises, hosted or in the Cloud.

Founded in 2010, Imagicle is based in Italy and has fully owned subsidiaries in Miami, Dubai, Riyadh, Paris, and London covering Europe, the Middle East, and North America with direct operations.

Together with hundreds of partners and resellers, it operates worldwide serving Enterprises and Service Providers, multinational companies, as well as family businesses, universities, central government, public administrations, hospitals, and prestigious hotels.

Imagicle is Cisco Premier Developer, the highest level of qualification for Cisco technology partners and Cisco has selected many Imagicle Apps as its official UC apps solutions worldwide.

The apps are available on Cisco GPL through the Solutions Plus program (on CCW and QPT). All Imagicle applications are also available on Cisco Marketplace and on dCloud.

Every day, PMS solutions help worldwide hospitality operators managing their activities.

Thanks to Imagicle Hotel Services for Cisco UC, it is possible to integrate several different types of PMS systems with Cisco Unified Communications system.

Based on a huge experience in the hospitality market and on the reliable services of the Imagicle UCX Suite (of which includes 4 applications), Imagicle Hotel Services grants a complete integration with hundreds of PMS's managing guest services like calls billing, check-in/check-out, wake-up calls and more.

Plus, adding extra-value services for your staff, like professional customer service and call handling, or virtual fax are just a click away, as they are included in the same suite.

Testing Information and Results

## End to End testing:

This document is intended to confirm the interface functionality between Infor HMS and Imagicle UCX Suite as it abides to the FIAS protocol. The certification tests listed below will confirm key areas of the interface implementation are functional per the interface specifications.

## Assumptions:

• PMS database is updated

• Liaison server configuration is verified

• Test property is configured correctly in the vendor system

• Verify property code

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| **Test Performed** | **Pass** | **Fail** | **Message Flow** | **Notes** |
| **Communication and Link Control** |  |  |  |  |
| LS Message Received | **✔** |  | Imagicle → Infor |  |
| LS Response Sent | **✔** |  | Infor → Imagicle |  |
| LD Message Received | **✔** |  | Imagicle → Infor |  |
| LR Messages Received | **✔** |  | Imagicle → Infor |  |
| LA Message Received | **✔** |  | Imagicle → Infor |  |
| LA Response Sent | **✔** |  | Infor → Imagicle |  |
| DR Message Received | **✔** |  | Imagicle → Infor |  |
| Data Swap Sync Completed | **✔** |  | Infor → Imagicle |  |
| DS Message Sent | **✔** |  | Infor → Imagicle |  |
| GI / GO Messages sent | **✔** |  | Infor → Imagicle |  |
| DE Message Sent | **✔** |  | Infor → Imagicle |  |
| LA Heartbeat | **✔** |  | Imagicle → Infor |  |
| **Guest Data** |  |  |  |  |
| Check Guest In | **✔** |  | Infor → Imagicle |  |
| Room Change | **✔** |  | Infor → Imagicle |  |
| Check Guest Out | **✔** |  | Infor → Imagicle |  |
| Guest Information Change:  Title  Arrival & Deprature dates  Guest information | **✔** |  | Infor → Imagicle | Imagicle do support only guest’s first and last name information |
| Class of service RE messages | **✔** |  | Infor → Imagicle | Below COS supported by Imagicle:  Open = CS3 (Unlock)  Block All = CS0 (Lock) |
| Set DND in HMS (HMS Guest Preference) | **✔** |  | Infor → Imagicle | Imagicle will apply DND and lock the phone only when the RE message also contains CS0 |
| Guest Language | **N/A** |  |  | Imagicle doesn’t need this information. |
| Guest Message | **N/A** |  |  | Imagicle doesn’t need this information. |
| A0 – A9 fields | **N/A** |  |  | Imagicle doesn’t need this information. |
| Wake-up Call | **X** |  |  | Not supported |
| Voicemail | **X** |  |  | Not supported |
| **Maid status (HK Room Status)** |  |  |  |  |
| Receive RE maid status message form vendor | **✔** |  | Imagicle → Infor | Codes for Room Maid Status:  1 - Dirty/Vacant  2 - Dirty/Occupied  3 - Clean/Vacant  4 - Clean/Occupied  5 - Inspected/Vacant  6 - Inspected/Occupied |
| **Postings** |  |  |  |  |
| PS Call records with total amount | **✔** |  | Imagicle → Infor | Call type mappings set in Liaison:  L – Local Calls  M – Mobile Calls  N – National Calls  I – International Calls |

## Comments:

* Infor Liaison must have all the mappings required for room status update, DND, COS, Call type postings.

Certification Acceptance

The specifications and test results have been discussed, reviewed, and accepted by both parties.

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| **Infor (US) Inc.** | **Imagicle S.p.A.** |
| **Signature:** | **Signature:** |
| **Name:**  Shubhakar Bangalore | **Name:**  Christian Bongiovanni |
| **Title:**  Consultant, Professional Services | **Title:**  Co-CEO and CTO |
| **Date:**  08th March 2023 | **Date:**  08th March 2023 |