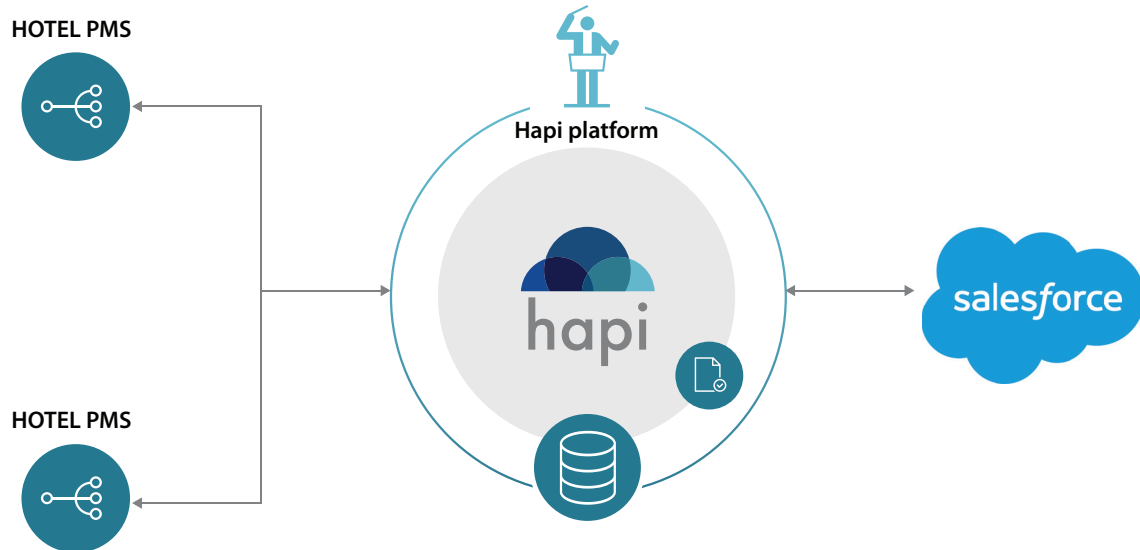


Hapi-Connect for Salesforce

OVERVIEW



Built on Force.com

Hapi-Connect is a Salesforce AppExchange app that brings hotel data directly into Salesforce. Hapi-Connect leverages the HAPI platform to facilitate the use of Salesforce Sales, Service and Marketing Clouds for hospitality customers. Major features will include:

- Visibility of aggregate company and guest production data.
- Two-way sync of Salesforce accounts and contacts and PMS company and guest profiles.
- Access to reservations as first-class objects within Salesforce.
- Synchronization of reservations from PMS systems to Salesforce to facilitate guest-related workflows and provide additional insights into current and future reservations for linked accounts and contacts.

Built as a collection of lightning components, Hapi-Connect provides the flexibility to manage a variety of use cases for hospitality-related B2B and B2C features, including a single view of the customer, production reporting, guest relations, and digital marketing.

From Salesforce, Account Managers can view company or guest revenue production directly from the Account or Contact pages (respectively).

The screenshot shows the Hapi Connect interface within a Salesforce account page for 'Dignissim Pharetra LLC'. The account owner is Jonathan Reynolds. The interface includes a 'Related' section with links to 'Contacts (0)', 'Opportunities (0)', and 'Cases (0)'. It also features an 'Activity' section with 'Account Insights' and a table showing revenue and stays for property 9CQYGP.

PROPERTY	REVENUE (US\$)	STAYS	NIGHTS
9CQYGP	2,808	2	6



HAPI Connect Home HAPI Settings HAPI Guests HAPI Companies Reservations Logs Leads Accounts Contacts

HAPI Company Profiles [Create Accounts](#)

Q di Search

192 Items - Sorted by Name

Filters	NAME	EMAIL	STREET	CITY	STATE	POSTAL
Revenue (USD) All	A Felis Corp.	consequat.enim.diam@m...	Ap #589-2985 Cras Ave	Glendale	Arizona	86241
Stays All	Ac Arcu Nunc Compa...	adipiscing.ilgula.Aenean@...	Ap #429-5382 Vel, Rd.	Sacramento	California	96914
Nights All	Ac Tellus Foundation	ultrices.adipiscing@nequ...	P.O. Box 321, 2554 Ridicul...	Omaha	Nebraska	42542
Has Linked Accounts All	Adipiscing Associates	Quisque.varius@Vestibulu...	103 Saplen. Ave	Henderson	Nevada	59506
City All	Adipiscing Erit Etiam ...	est.mauris.rhonus@vulpu...	P.O. Box 868, 5135 Quisq...	Chesapeake	Virginia	54378
	Adipiscing Erit Ltd	consectetuer@ultricesadi...	P.O. Box 182, 374 Semper ...	North Las Vegas	Nevada	86667
	Adipiscing Enim Mi I...	ipsum@arcu.Vestibuluman...	Ap #485-9790 Cras St.	Seattle	Washington	59013
	Adipiscing Fringilla C...	odio.Aliquam@blanditcon...	706-8446 Fusce Avenue	Cambridge	Massachusetts	22042
	Adipiscing Incorporat...	Fusce@Donec.org	338-4535 Elementum Road	Rochester	Minnesota	98475
	Aliquam Eros PC	eu@euerosNam.edu	P.O. Box 551, 7185 Aliqua...	Paradise	Nevada	96895
	Aliquam Gravida Ma...	ridiculus.mus.Aenean@eu...	P.O. Box 166, 6506 Aliquet...	Saint Louis	Missouri	59268
	Amet Dapibus Id LLP	Suspendisse.tristique.neq...	465-8387 Amet St.	Hartford	Connecticut	24262
	Amet LLC	sem@diam.net	591-4749 Dolor St.	Springfield	Illinois	36635
	Arcu LLP	odio.auctorvitae@feugiat...	628-4188 Faucibus. St.	Annapolis	Maryland	59295
	At Sem Inc.	odiovel@nuncidenim.net	5092 Libero St.	Rock Springs	Wyoming	58509
	Augue Scelerisque LLC	a.nunc@aenimSuspendiss...	443 In Ave	Columbia	Missouri	39622

Guest and Company list views allow for custom search criteria to be run against Hapi hotel data for hotel customer profiles.

In addition to aggregated hotel company and guest revenue production, Hapi-Connect also facilitates the loading of guest reservations. Reservations are automatically associated to the corresponding Salesforce Account and Contacts as they are loaded into Salesforce via Lightning Flows. Configuration parameters in Hapi-Connect may be set to control the volume of reservations stored in Salesforce.

How does Hapi-Connect help SFDC customers?

For hotel chains and hotel management companies centralizing sales and operations on Salesforce, Hapi-Connect makes it possible to enrich your customer and account records with actual hotel revenue data from a wide variety of property managements systems, including Oracle Opera PMS and Infor HMS.

Customers who use Sales Cloud will benefit by seeing property management system revenue by property and by year, for both **Companies** and **Guests**.

For Marketing Cloud users, Hapi-Connect can persist guest profiles into Salesforce and facilitate the enrichment of profile data to meet the needs of Loyalty, Recognition and Email Marketing use-cases. Hapi also includes 2-way connectivity to allow Salesforce users to modify Hotel Property Management System profiles as well as keep them in sync in near-real-time.

Guest and Company Revenue Production

The Salesforce user is able to view aggregate reservation statistics for linked contacts and accounts:

Statistics

- Total number of stays
- Total number of nights
- Total revenue
- Total lifetime revenue

Filtered Smart Lists

Sort, Group, Filter by:

- Time window (Year to date, previous year, date range, etc.)
- By property (for multiple property systems)
- By revenue category

