



Partner Validation Report



Juggernaut

November, 2021 | Version 1.1
Copyright © 2021, Oracle and/or its affiliates
Confidential – Public



TABLE OF CONTENTS

Partner Application (Name of Solution And Version)	2
Functional Overview (Provided by Partner)	2
Technical Overview (Provided by Partner)	3
Validated Functionality (Provided By Partner)	7
Validation information (Provided By Oracle)	9
API & POS Used For Validation (Provided By Oracle)	9
Functionality Not Included In The Validation (Provided By Oracle)	9

Partner Validation Details

PARTNER APPLICATION (NAME OF SOLUTION AND VERSION)

GRAVITY 2.4.0.0

FUNCTIONAL OVERVIEW (PROVIDED BY PARTNER)

Briefly explain the motivation for the integration and provide a general description of how it will be used by mutual customers. Please include the business requirements that are driving this integration.

Introduction

Loyalty Juggernaut, Inc. (LJI) Services portfolio includes Technology platform (GRAVITY) and value-added services ranging from Strategic Advisory to Program Management and Operations Support

GRAVITY is **ONE** unified platform that delivers the best-in-class

- Loyalty Program Management
- Omni-channel engagement
- Embedded, contextual intelligence including pre-built industry best-practice KPIs • Pre-built connectors/APIs to integrate with your customer touchpoints (Mobile, Web, Kiosks, Social, Wi-Fi/Beacons, Wallet) in order to deliver seamless, well-orchestrated, and engaging customer journeys

TECHNICAL OVERVIEW (PROVIDED BY PARTNER)

In this section, describe the basic architecture and underlying integration technology that was utilized with this integration. Please include details on any POS Configuration and local (site-level) application requirements. (Include diagrams where applicable)

Integration Overview

Extensibility to Oracle MICROS Symphony POS system is added using native SIM mechanism through TCP interface to implement the Loyalty functionalities at POS, as we use native SIM not requiring the additional installation of new components directly on the Pos server, but one time SIM configurations are needed with the central server in the Oracle EMC.

G-PoSConnect enables seamless integration with PoS systems to enable high-impact, differentiated PoS Experiences at scale i.e., G-PosConnect(GIS) & SIM interface is used to exchange the TCP messages between Oracle Symphony Pos and GRAVITY application on configured SIM events

Functional Overview

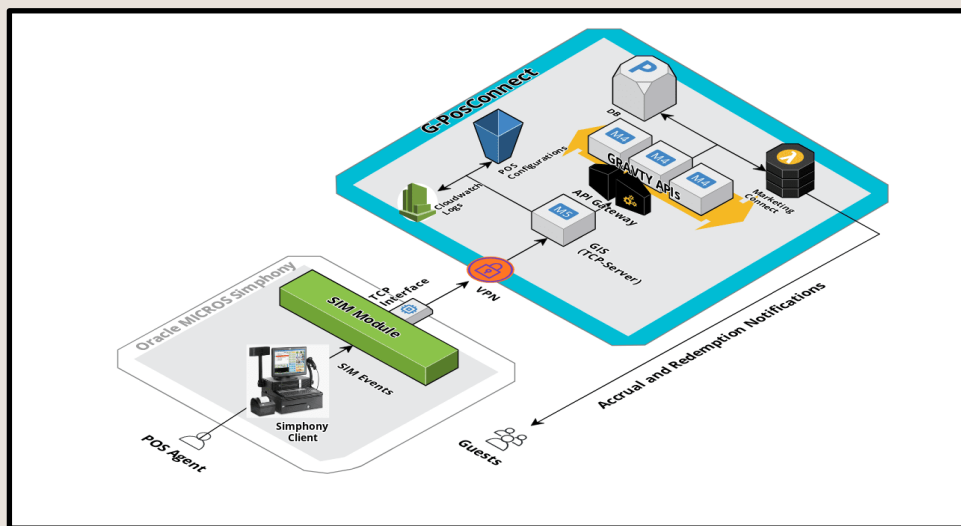
Once the G-PosConnect and SIM interface is configured at EMC, the Following are the functionalities or process enabled at Symphony POS client

No.	Process	Description
1	New Member Enrollments to GRAVITY	- Pos Agent/ Cashier is provided with the enrollment form to capture the basic details to enroll the new member in GRAVITY - post success, member id is displayed for confirmation
2	Looking up the Loyalty Member	- Pos Agent can search the existing member in GRAVITY using the membership number (or) member unique attribute(like mobile, email) - once a member is found, the member details are displayed with active point balance and conversion details - Note: the currency conversions amount balance
3	Redemptions: Payment-in-points, partial or full	- Member can settle the check partially/fully by burning the GRAVITY points at POS - pos Agent has the ability to attach membership no to the on-going check and can redeem the member points

		post redemption, the equivalent amount in the check is auto settled and the same is printed on the check
4	Availing Privileges and Vouchers	- member can avail his voucher at any POS - Pos Agent has given an ability to search and view the GRAVITY privilege details by privilege code - Pos Agent can avail the member privilege and the same is printed on the check
5	Cancellation Support for open checks	- Pos Agent has given the ability to reverse the transaction (redemption of points or redemption of privilege) in case if Pos Agent has done any manual errors - Note: This is supported only for the on-going check but not for closed or reopened checks
6	Earn Simulations	Pos Agent has given the ability to simulate the Earn/Accrual Transaction with a click of the button and estimated point balance is displayed on Pos Screen So that Agent can verbally communicate with the Guest
7	Real-time Reward for the purchases (points, coupons, experiences, etc.).	- Once a guest has settled the bill completely - An Accrual transaction is auto posted to GRAVITY with check line items and coupons/ points are credited to member account instantly as per the offer rules - The point details are printed on check as well

The following figure illustrates loyalty functionalities that got enabled on configuring the G-posConnect and SIM interface

(figure - 1: SIM Inquire buttons on Loyalty TAB)



INTEGRATION OVERVIEW

The G-PosConnect enables simultaneous, two-way, integration between GRAVITY and multiple, Pos client instances of the Oracle MICROS Symphony POS system. G-PosConnect converts TCP message frames to RESTful services and vice versa. It also converts data formats from pipe-separated messages to JSON based on transaction type for GRAVITY and vice versa. G-PosConnect enables Enrollment of guest (into Loyalty Program) from Pos into GRAVITY, looking up guest profiles from GRAVITY via Pos, and allowing accrual transactions, point redemption, voucher availability, cancellation, and simulations from Pos into GRAVITY to process issuance of rewards and privileges based on user-defined rules in GRAVITY using patented GRAVITY Visual Rules.

INTEGRATION DETAILS

- In order to make an implementation of Gravy, an ISL Interface (SIM) program is developed that allows for interaction between the POS and the GRAVITY (Loyalty System).
- As Communication takes place via Sockets, So POS server is configured with a TCP interface to send a frame(message) with the information required on the SIM event to the G-PosConnect. In response, the G-PosConnect sends a response frame back, same indicating whether the current transaction was successful or not, and the detail required for each case. If any of the transactions is unsuccessful, the SIM will display a message to the cashier indicating why the process failed or a task sent.
- G-PoSConnect uses GRAVITY Integration Service (GIS) for PoS, which also allows the implementation of client-specific business policies, validations, and process orchestration. It is Scalable, fault-tolerant, and high available architecture that uses AWS Elastic Compute Cloud
- GIS can run inside enterprise VPN for additional security.
- All the configurations including currency conversion and sponsors, locations, etc., can be configured at the GIS layer itself either at the property level or Pos workstation level.
- G-PosConnect is to drive seamless, integrated Enrollment, Comprehensive Profile lookup, point redemptions, cancellations, and accruals, It converts TCP message frame to RESTful service (and vice versa,) with data format conversion between TCP message (Frame) and JSON for GRAVITY

VALIDATED FUNCTIONALITY (PROVIDED BY PARTNER)

No.	Process	Description
1	New Member Enrollments to GRAVITY	- Pos Agent/ Cashier is provided with the enrollment form to capture the basic details to enroll the new member in GRAVITY - post success, member id is displayed for confirmation
2	Looking up the Loyalty Member	- Pos Agent can search the existing member in GRAVITY using the membership number (or) member unique attribute(like mobile, email) - once a member is found, the member details are displayed with active point balance and conversion details - Note: the currency conversions amount balance
3	Redemptions: Payment-in-points, partial or full	- Member can settle the check partially/fully by burning the GRAVITY points at POS - pos Agent has the ability to attach membership no to the on-going check and can redeem the member points - post redemption, the equivalent amount in the check is auto settled and the same is printed on the check
4	Availing Privileges and Vouchers	- member can avail his voucher at any POS - Pos Agent has given an ability to search and view the GRAVITY privilege details by privilege code - Pos Agent can avail the member privilege and the same is printed on the check
5	Cancellation Support for open checks	- Pos Agent has given the ability to reverse the transaction (redemption of points or redemption of privilege) in case if Pos Agent has done any manual errors - Note: This is supported only for the on-going check but not for closed or reopened checks

6	Earn Simulations	Pos Agent has given the ability to simulate the Earn/Accrual Transaction with a click of the button and estimated point balance is displayed on Pos Screen So that Agent can verbally communicate with the Guest
7	Real-time Reward for the purchases (points, coupons, experiences, etc.).	- Once a guest has settled the bill completely - An Accrual transaction is auto-posted to GRAVITY with check line items and coupons/ points are credited to member account instantly as per the offer rules - The point details are printed on check as well

Oracle Food & Beverage Validation Details

VALIDATION INFORMATION (PROVIDED BY ORACLE)

Validation Date	Status	Comments
May 27 th , 2021	PASS	Validation testing completed

API & POS USED FOR VALIDATION (PROVIDED BY ORACLE)

Integration Method		Oracle Product/Version	
Simphony Transaction Services Gen1	☐	Simphony 19.1	☐
Simphony Transaction Services Gen2	☐	Simphony 19.2	☒
Labor Management API	☐	Simphony 19.3	☐
Import/Export API	☐	Reporting & Analysis 20.1	☐
Business Intelligence API	☐	Windows OS Support	☒
Command Module	☐	Linux OS Support	☐
Extensibility (SIM)	☒		
Extensibility (.NET)	☐		

FUNCTIONALITY NOT INCLUDED IN THE VALIDATION (PROVIDED BY ORACLE)

N/A



CONNECT WITH US

Call +1.800.ORACLE1 or visit oracle.com.
Outside North America, find your local office at oracle.com/contact.

 blogs.oracle.com

 facebook.com/oracle

 twitter.com/oracle

Copyright © 2021, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

This device has not been authorized as required by the rules of the Federal Communications Commission. This device is not, and may not be, offered for sale or lease, or sold or leased, until authorization is obtained.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0120

Disclaimer: This document is for informational purposes. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described in this document may change and remains at the sole discretion of Oracle Corporation.

