Opally & Apaleo

Integration Onboarding Guide

What is Opally?

Opally is an AI-powered guest communication platform for hotels. It helps you respond faster and more consistently across your channels by combining your hotel's policies and knowledge with live data from apaleo.

Opally can help you:

– Centralize guest communication across email (Outlook/Gmail), website chat, and voice – so no inquiry is missed.

– Pull real-time availability, pricing, and reservation details from apaleo.

– Draft and deliver replies in your brand voice.

– Learn from staff edits and approvals to improve future responses.

Opally channels:

– Email assistant: Drafts and sends policy-compliant replies inside Outlook/Gmail.

– Website chatbot: Answers FAQs, rates, and availability with live apaleo data.

– Voice assistant: Natural, hotel-specific calls for reservations and service requests.

What data will be shared between apaleo and Opally?

Opally connects to apaleo to support accurate, real-time guest communication. Depending on the features you enable, Opally will use apaleo data for:

– Live queries (read-only):

  – Availability

- Rates / offers

- Property and room/unit details

- Booking lookups (read-only): Reservation details relevant for guest support (arrival/departure, occupancy, booking status)

This allows staff and automated assistants to answer common guest questions (availability, pricing, reservation details) without switching between systems.

How do I open an Opally account?

Creating an Opally account is fast and you can trial Opally without long setup.

Typical flow from the apaleo Store:

1. Find the Opally app in the apaleo Store.

2. Click "Connect".

3. You will be sent to Opally.

4. If you don't have an Opally account yet, sign up on the waitlist.

5. We'll contact you immediately and send you credentials.

6. After login, Opally will continue the apaleo connection automatically.

How do I connect Opally to apaleo?

Connecting the integration takes only a few minutes.

1. Open Opally in the apaleo Store and click "Connect".

2. Opally will start the apaleo OAuth 2.0 connection flow.

3. Confirm the requested permissions (scopes) and click "Authorize".

4. You will return to Opally and see apaleo connected.

Important: Finish setup (Property ID)

For live availability and offer queries, Opally requires your apaleo Property ID.

After connecting apaleo:

1. Go to Opally → Integrations.

2. In the Apaleo section, enter your "Apaleo Property ID".

3. Click "Save".

4. Click "Test connection".

At this point, Opally is connected and ready to use with live apaleo data.

What is the best way to trial Opally?

– Start with one channel:

  – Email assistant (Outlook/Gmail), or

  – Website chatbot

– Try a few real guest scenarios:

  – "Do you have rooms from DATE to DATE?"

  – "What is the price for a double room?"

  – "Can you confirm my booking dates?"

Opally works best when you also add your hotel policies and knowledge base content, so replies are consistent and on brand.

Is there any training available?

Yes. Opally onboarding is available to help you:

– Validate your apaleo connection and Property ID setup

– Configure email, chat, and voice channels

– Tune brand voice and policy compliance

– Set approval workflows and learning preferences

How much does Opally cost?

Opally offers a free trial and multiple plans depending on your needs.

Starter (€69/month)

– Perfect for small hotels getting started with AI

– Includes Email Assistant, Website Chatbot, Voice Assistant, Personalization & Learning, Knowledge Base, and Unlimited users

– Free trial available

Pro (€139/month)

– Full automation with Agent Actions

– Everything in Starter, plus higher volume, Agent Actions, autonomous booking management, and priority support

– Free trial available

How do I disconnect Opally from apaleo?

You can disconnect Opally in apaleo from the "My Store Apps" page. You can also disconnect from Opally via the Integrations page (depending on your role and configuration).

Support

If you have any questions or get stuck during setup, contact info@opally.com.