E-Learning Catalogue

Airlines Learning Services

6 October 2024

amadeus.com



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e-Learning

Altéa Administration Departure Plan Template

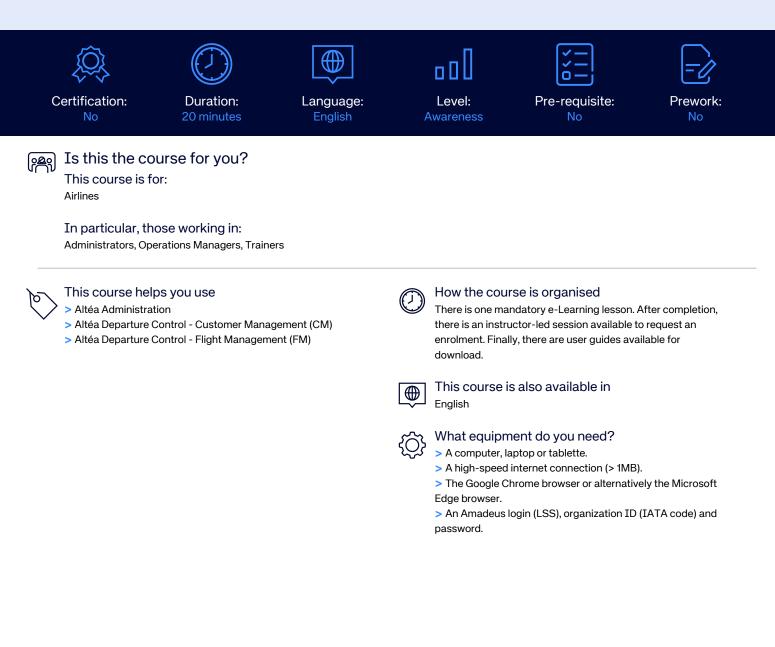
As an administrator, discover how Amadeus helps you to manage your business operation activities and customise them according to your markets.

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On this course, you will learn: > What is Plan Template Management?



Through a set of interactive e-Learning lessons, learn how Altéa Administration organises markets using a Template Tree, identifies operation activities for both Flight Management and Customer Management, and assign activities to templates to set up the departure plan of a flight leg and for successful flight creation.

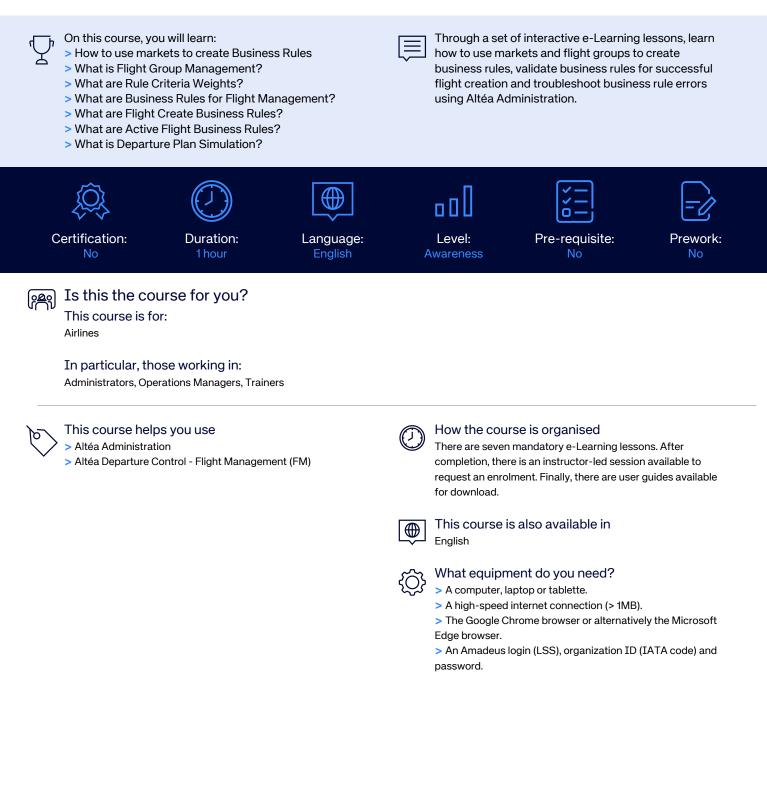




e-Learning

Altéa Administration Flight Management Business Rules

As an administrator, examine how Amadeus helps you to manage set of business rules to automate operational processes so that manual intervention is not needed to optimise Altéa Departure Control - Flight Management (FM) to align with your business goals.

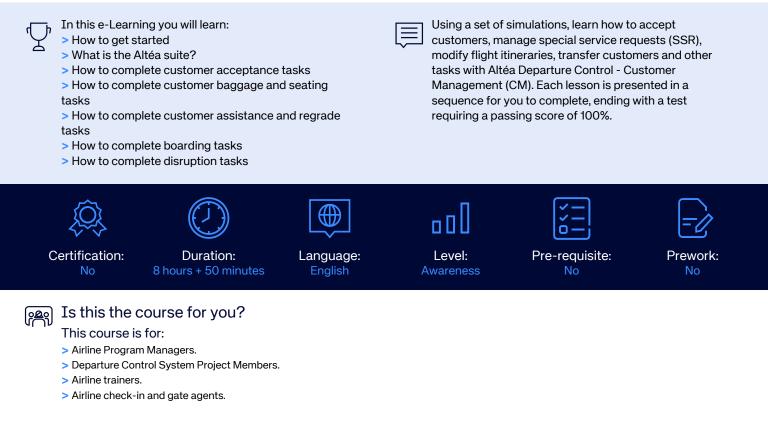




e-Learning

Altéa Departure Control - Customer Management

As an agent, learn about automating key processes from customer acceptance to flight departure that streamlines your activities for the best customer service.





This course helps you use

> Altéa Departure Control - Customer Management (CM)

How the course is organised

First, there are forty-nine mandatory e-Learning lessons. After completion, there is an online test. After passing the test, there is an instructor-led session available to request enrolment. Finally, there are user guides available for download.



This course is also available in English



> A computer, laptop or tablet.

- > A high-speed internet connection (< 1MB).
- > The Google Chrome browser or alternatively the Microsoft Internet Explorer browser.

> An Amadeus login (LSS), organization ID (IATA code) and password.



The last few details...

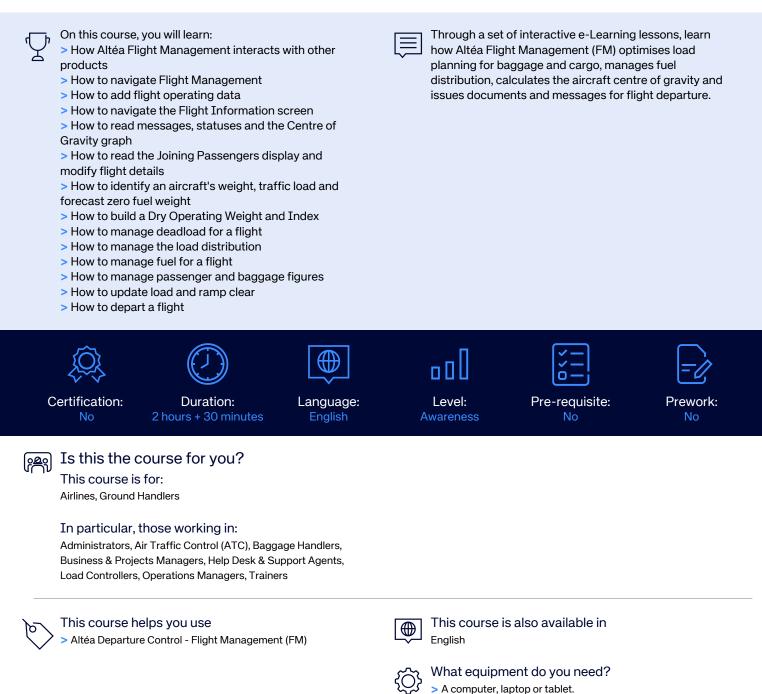
> Last update: July 2021



e-Learning

Altéa Departure Control - Flight Management

As a Load Controller, discover how Amadeus helps you to manage passengers and baggage, cargo, and fuel with precision, to boost productivity in your load control operations.



> A high-speed internet connection (> 1MB).

Edge browser.

password

> The Google Chrome browser or alternatively the Microsoft

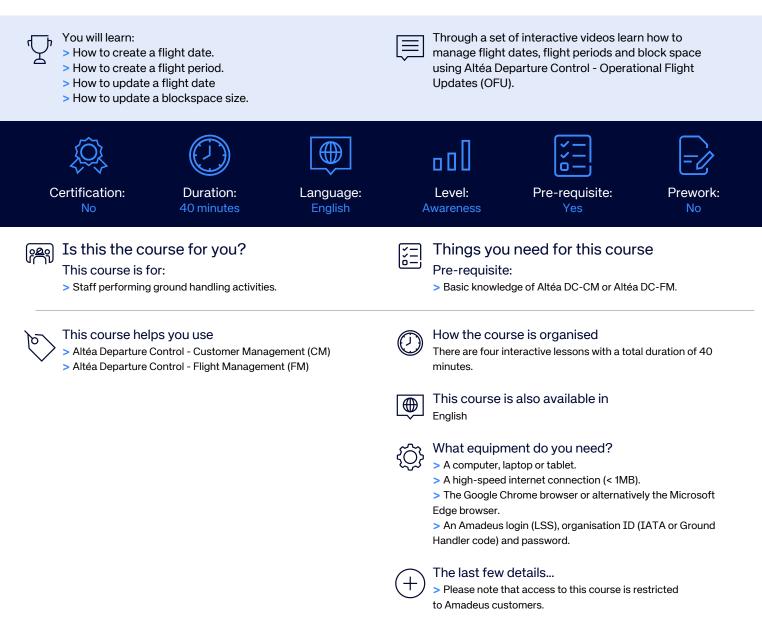
> An Amadeus login (LSS), organization ID (IATA code) and



e-Learning

Altéa Departure Control - Operational Flight Updates

As a ground handler, learn how to manage flight schedules for another airline when close to the departure date.





e-Learning

Altéa Inventory

Through a set of interactive e-Learning lessons, learn how Altéa Inventory (INV) automates schedules and re-accommodations, manages seating, handles special service requests and automates waitlist clearance.

- On this course, you will learn: > How to navigate Altéa Inventory
- > How to install and log in to Altéa Inventory
- > How Altéa Inventory works
- > How Altéa Inventory works with other systems
- > How to manage user access to Altéa Inventory
- > How to work with Messenger
- > What are Business Rules and markets?
- > What are flight groups?
- > How to get started with seating
- > How to handle flight schedules
- > How to handle re-accommodations
- > How to read the flight date inventory panel
- > How Altéa Inventory interacts with other products
- > How the Altéa suite sends passenger information to a departure control system
- > How the Altéa suite receives passenger information
- from a departure control system after flight departure > How the Altéa suite sends passenger assistance lists to another airport
- > What is Schedule Loader?
- > How to load new flight schedules
- > How to update flight schedules
- > How to manage codeshare flights
- > What is Automatic Waitlist Clearance?
- > How to manage Automatic SSR Handling
- > How to set up automatic SSR handling replies
- > How to set up automatic SSR handling replies with a quota restriction
- > How to set up automatic SSR handling replies belonging to a SSR family
- > How to set up automatic SSR handling replies without a quota restriction
- > What are Carrier Preferred Display service flows?
- > How to get started with Revenue Integrity Desktop
- > How to use the Revenue Integrity search engine
- > How to use the rule editor to manage business rules
- > How Amadeus Time Limits processes a PNR
- > How to navigate Amadeus Time Limits screens
- > How to create Amadeus Time Limits business rules
- > What are the Amadeus Time Limits configurations?
- > How to read Amadeus Time Limits logs
- > How Group Time Limits processes a group PNR

> How to navigate Group Time Limits and set multiple time limits

Certification:



Language: English



Awareness





Prework: No



- This course covers the following topics: > Getting started with Altéa Inventory
- > Creating Business Rules
- > Exchanging information within Altéa
- > Using Schedule Loader
- > Discovering other Altéa Inventory features
- > Managing Automatic Special Service Requests
- > Using Carrier Preferred Display
- > Using Amadeus Revenue Integrity



e-Learning

Altéa Reservation and Ticketing

As a reservation agent, learn how to make reservations in the Amadeus Global Distribution System (GDS) using cryptic commands.

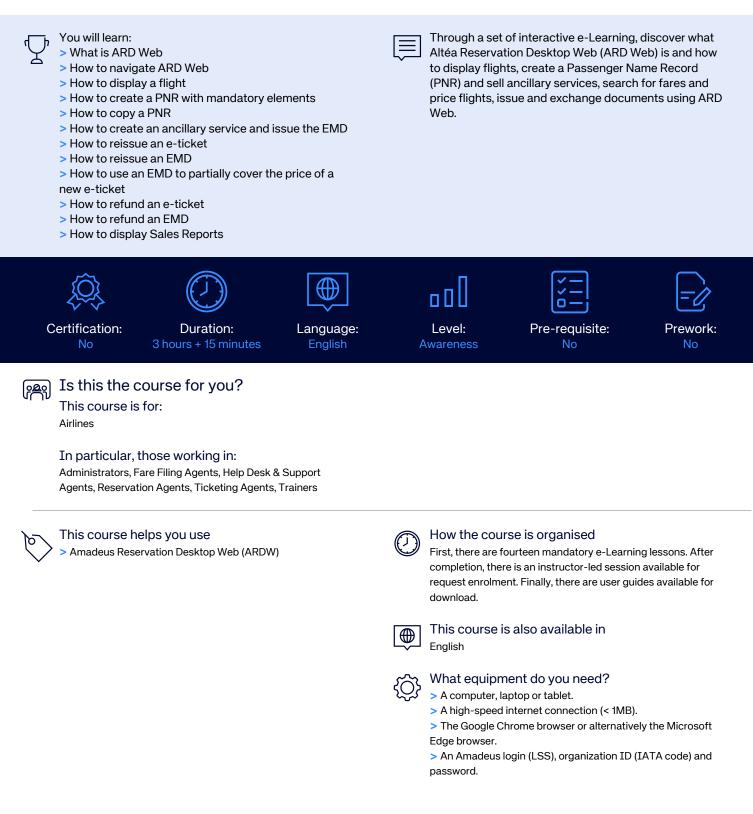




e-Learning

Altéa Reservation Desktop Web

As a reservation agent, process efficiently and swiftly passenger requests, in any part of their journey.

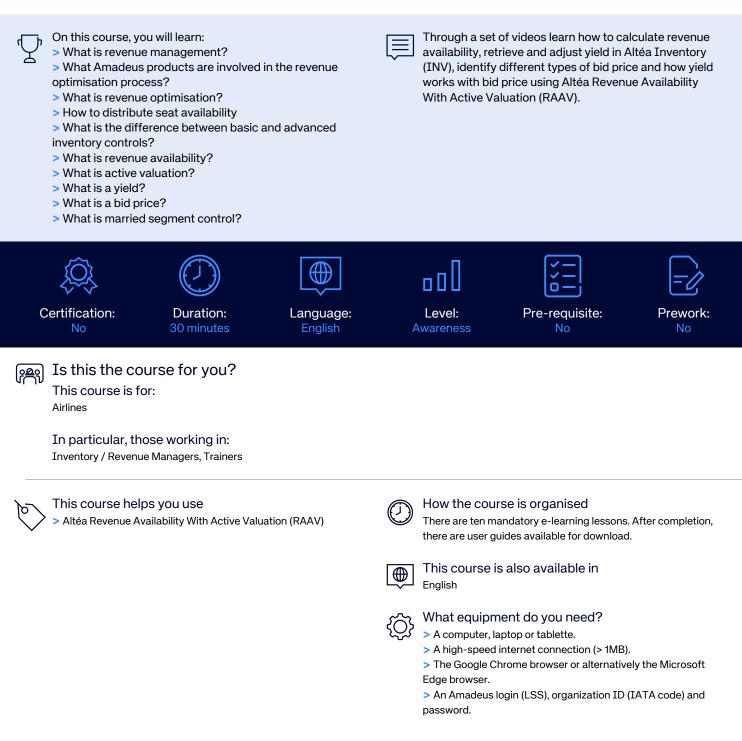




e-Learning

Altéa Revenue Availability With Active Valuation

As an agent, learn about boosting your sales and 'bookability' with real-time Origin and Destination availability, computing with the whole PNR context, and protecting your critical O&D revenues with married segment control functionality.





e-Learning

Amadeus Customer Service Point

A self-paced learning on how to use Amadeus Customer Service Point (ACSP).

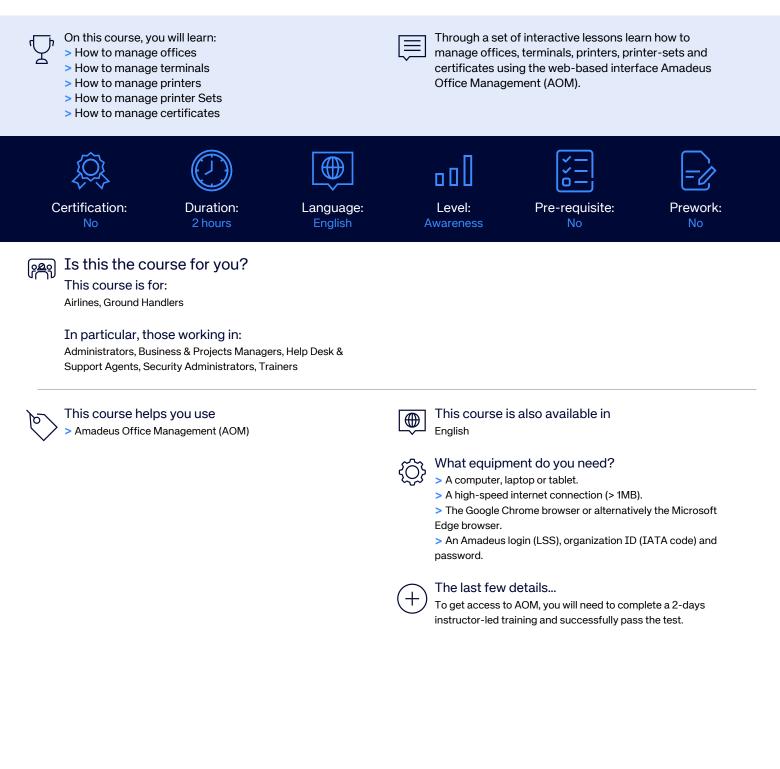




e-Learning

Amadeus Office Management

As a security administrator, control office security access across all Amadeus systems.





e-Learning

Amadeus Revenue Integrity

As an analyst, learn how Revenue Integrity enforces airline booking policy and minimises speculative booking practices and therefore reduces distribution costs from non-productive bookings and maximises available inventory for travellers ready to purchase tickets.

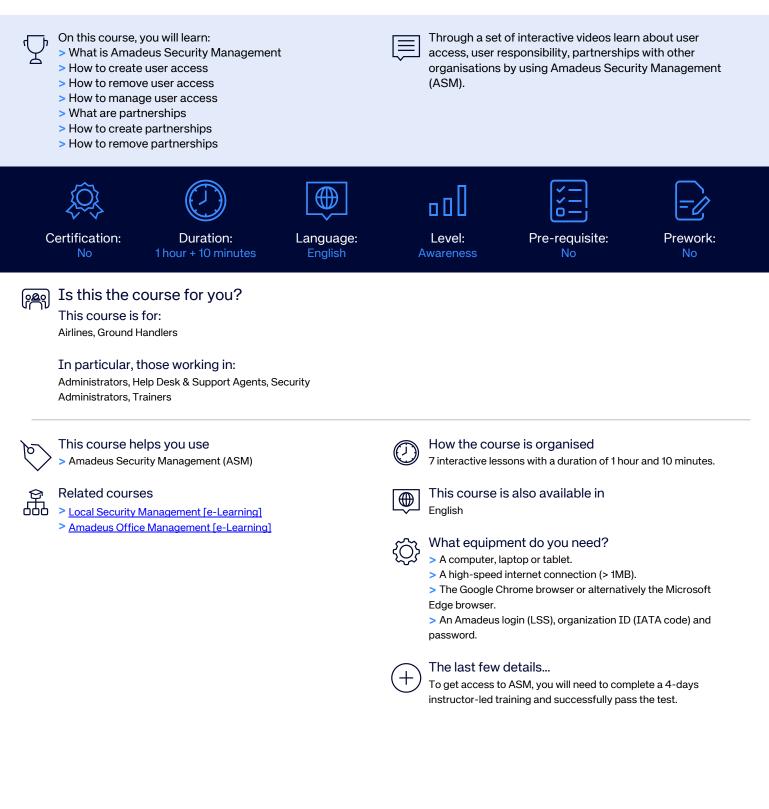




e-Learning

Amadeus Security Management

As a security administrator, control user authentication and access control across all Amadeus systems.

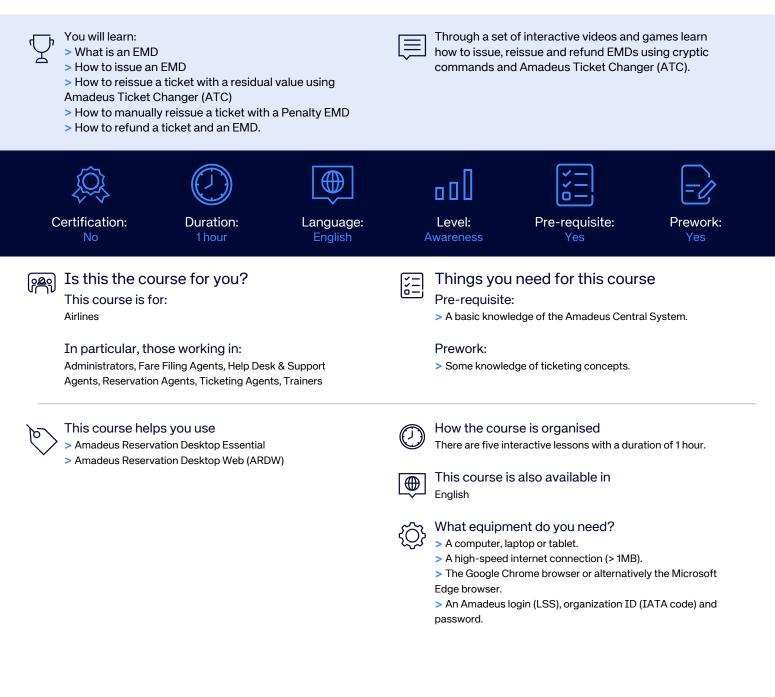




e-Learning

Electronic Miscellaneous Documents

As a reservation and ticketing agent, learn how to manage Electronic Miscellaneous Documents (EMD) using the Amadeus Central System.

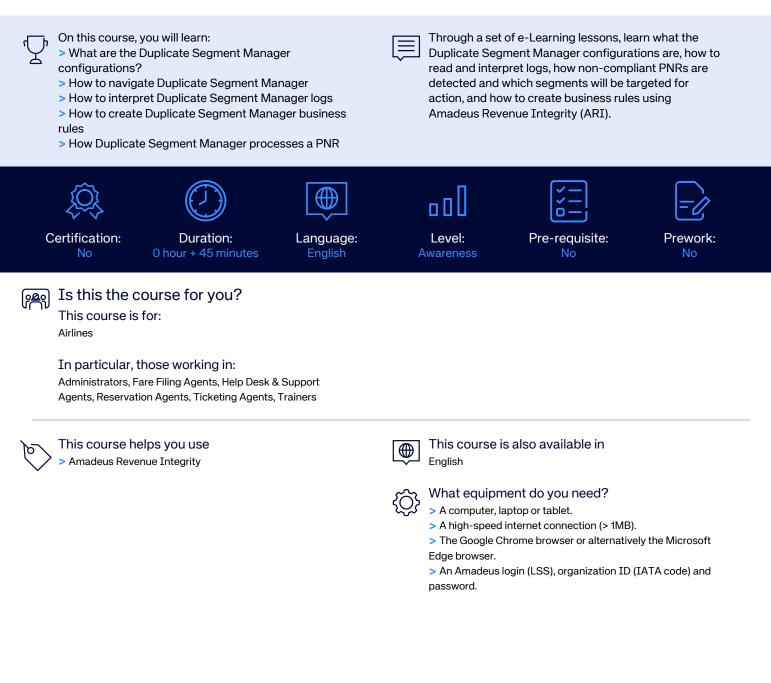




e-Learning

Inconsistent Journey Management

As an analyst, learn how to forecast and manage revenue in real-time with greater accuracy and therefore reduce distribution costs from non-productive bookings using an internet browser.

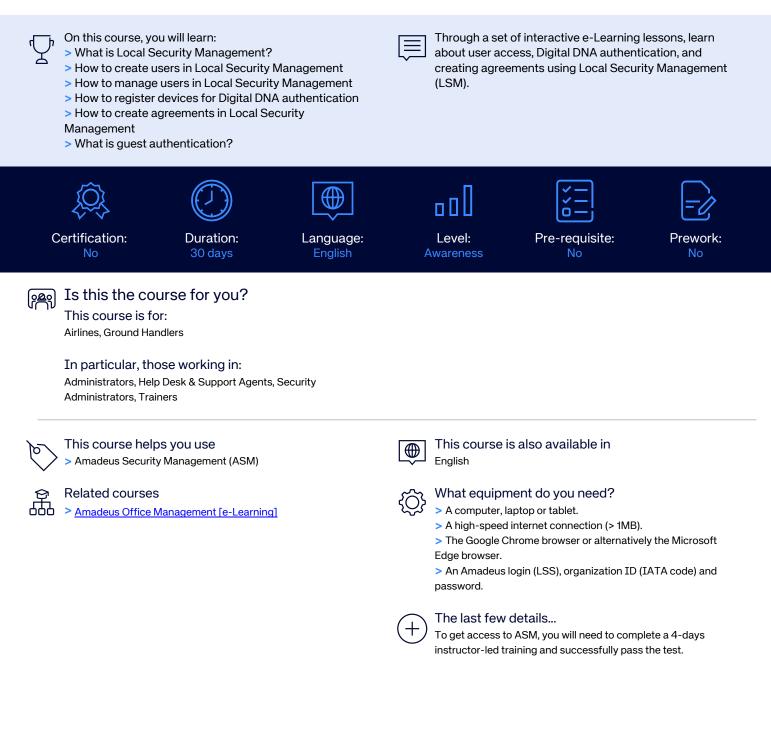




e-Learning

Local Security Management

As a local security administrator, control user authentication and access control on your Amadeus product.





e-Learning

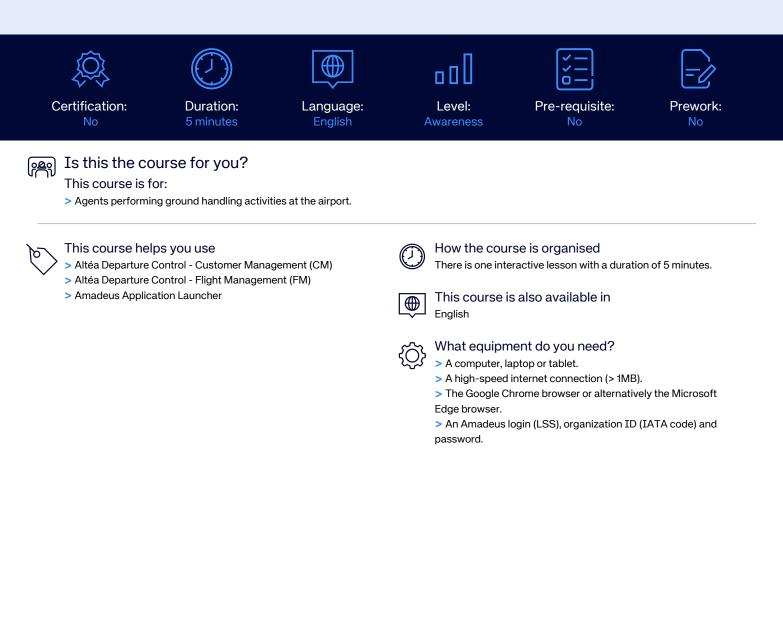
Seatmap Management

As a ground handler, create seat maps for flights using the Altéa ad hoc solution.

On this course, you will learn: > How to create a seat map using the Altéa ad hoc solution.



Through an interactive video learn how to create a seat map using Seatmap Management accessible in Amadeus Application Launcher.

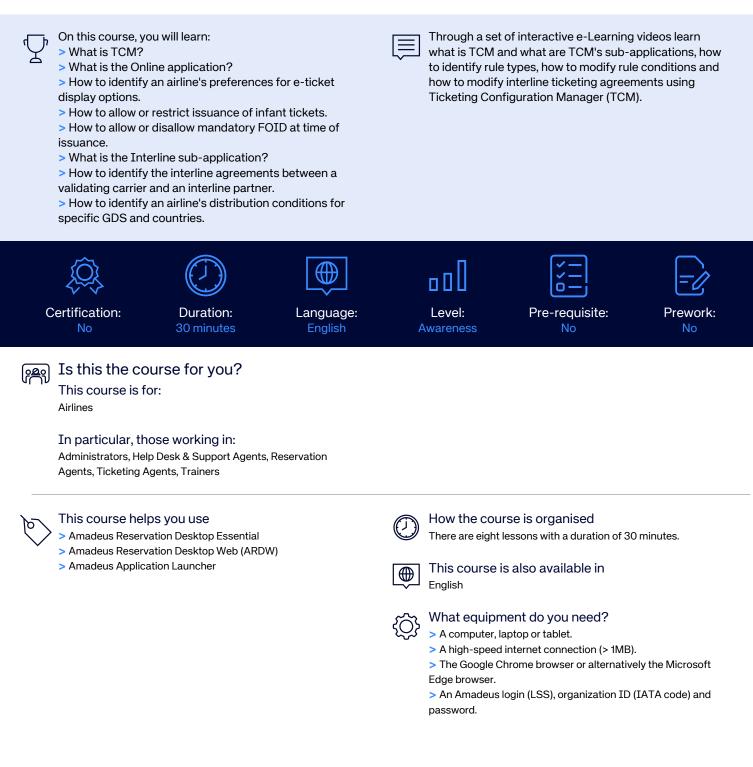




e-Learning

Ticketing Configuration Manager

As a ticketing manager, learn how to regulate and control your ticketing agreements and conditions using a graphical interface.





e-Learning

Ticketing in Amadeus (Cryptic)

As a reservation agent, learn how to manage ticket issuance using the Amadeus central system.



It's how travel works.

amadeus