



# 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.



In this e-Learning you will learn:

- > How to get started
- > What is the Altéa suite?
- > How to complete customer acceptance tasks
- > How to complete customer baggage and seating tasks
- > How to complete customer assistance and regrade tasks
- > How to complete boarding tasks
- > How to complete disruption tasks



Using a set of simulations, learn how to accept customers, manage special service requests (SSR), modify flight itineraries, transfer customers and other tasks with Altéa Departure Control - Customer Management (CM). Each lesson is presented in a sequence for you to complete, ending with a test requiring a passing score of 100%.



Certification:  
No



Duration:  
8 hours + 50 minutes



Language:  
English



Level:  
Awareness



Pre-requisite:  
No



Pework:  
No



### Is this the course for you?

This course is for:

- > Airline Program Managers.
- > Departure Control System Project Members.
- > Airline trainers.
- > Airline check-in and gate agents.



### 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.



### What equipment do you need?

- > 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