



## Instructor-Led

### Amadeus Altéa Ground Handler Departure Control - Customer Management Certification

This course explains Amadeus Altéa Customer Management for Ground Handlers.



On this course you will learn:

- > Where Customer Management fits in the Altéa system architecture.
- > How to navigate the Customer Management UI.
- > How to manage customers including acceptance, linking, cancelling acceptance, adding customer comments and transfers.
- > The concept of PCV.
- > How to manage baggage.
- > About seating processes.
- > About boarding and close out.



This course covers the following topic:

- > Customer Management.



**Certification:**

Yes - pass mark: 85%



**Duration:**

5 days



**Language:**

English



**Level:**

Certification



**Pre-requisite:**

No



**Prework:**

Yes



#### Is this the course for you?

This course is for:

- > Ground handlers migrating to Amadeus
- > Ground handling staff responsible for check-in and boarding functions.
- > Check-in supervisors.



#### Things you need for this course

Prework:

- > Complete the following e-Learning (8.50h): [Altéa Departure Control - Customer Management awareness e-Learning](#)



#### This course helps you use

- > Altéa Departure Control - Customer Management (CM)



#### How the course is organised

- > 5 days training



#### Related courses

- > [Amadeus Altéa Ground Handler Departure Control - Flight Management Certification \[Instructor-Led\]](#)



#### What equipment do you need?

View our [instructor-led requirements](#).



#### The last few details...

- > To schedule a customised session, please contact: [learning@amadeus.com](mailto:learning@amadeus.com)
- > Last update: May 2021