AMADEUS

Instructor-Led

Amadeus Reservation and Ticketing Cryptic Certification

This course demonstrates how to efficiently use the cryptic window of the Amadeus Reservation Desktop Web and perform actions not available in the graphical user interface.

On this course, you will learn to:
> Use cryptic entries to access airline content distributed in Altéa Reservation.

This course covers the following topics:
> Amadeus Information Pages and online help
> Availability, schedule and timetable displays
> Passenger Name Record (PNR) creation and modification
> Introduction to Amadeus Queues
> Amadeus Fare Quote
> PNR pricing
> Issuing and revalidating tickets
> Voluntary and involuntary reissues
> Full and partial refunds
> Electronic Miscellaneous Documents (EMD)
> Electronic document management

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	5 days	English	Certification	Yes	No

Is this the course for you?

This course is for:
> Airline staff using Amadeus Altéa Reservation Desktop.
> Airline business developers, helpdesk and trainers.

This course helps you use
> Amadeus Reservation Desktop Essential

Things you need for this course

Pre-requisite:
Complete the following e-learning:
Altea Reservation and Ticketing (Cryptic) awareness
Ticketing in Amadeus - Cryptic awareness

How the course is organised
> 5 days training

What equipment do you need?
View our instructor-led requirements·

The last few details...
> This course is available on request only.
> To schedule a customised session, please contact: learning@amadeus.com
> Last update: July 2024