



Instructor-Led

Amadeus Office Management Certification for Airlines

The Amadeus Office Management (AOM) application allows you to create and maintain Amadeus office identifiers and office profiles for your airline according to your needs. This course describes how to search, update and delete office configurations using the application.



On this course you will learn how to:

- > Configure agency access to the Amadeus Reservation System using secured and controlled environments.



This course covers the following topics:

- > Create and setup office IDs and office profiles.
- > Create reports and templates for massive actions.
- > Review the user authentication process flow.



Certification:

Yes - pass mark: 85%



Duration:

2 days



Language:

English



Level:

Certification



Pre-requisite:

Yes



Prework:

Yes



Is this the course for you?

This course is for:

- > Airlines in PSS migration
- > Airline security administrators who will update offices.

> If you are interested in both Amadeus Office Management and ASM, enroll to our 5-day [Amadeus Office Management and Security Management Certification for airlines](#) course.



Things you need for this course

Pre-requisite:

- > Familiarity with airline business processes and task distribution.
- > Practical knowledge of ticketing and refund processes.
- > Basic knowledge of Amadeus Information System pages.

Prework:

To ensure that you are familiar with these products before attending the course, we recommend you complete:

- > [Amadeus Office Management awareness](#) (1 hour)
- > [Amadeus Security Management awareness](#) (1 hour)
- > [Local Security Management](#) (30mins) if your airline uses it.



This course helps you use

- > Amadeus Office Management (AOM)
- > Amadeus Revenue Accounting



Related courses

- > [Amadeus Security Management Certification for Altéa Airlines \[Instructor-Led\]](#)



How the course is organised

- > 2 days training



What equipment do you need?

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



The last few details...

- > To schedule a customised session, please contact: learning@amadeus.com
- > Last update: July 2024