AMADEUS

Instructor-Led

Amadeus Altéa DC-CM Certification

This course explains in detail the customer check-in features of Amadeus Altéa Departure Control - Customer Management.

On this course, you will learn how to :
> Navigate the Customer Management user interface.
> Access each application to process a customer for acceptance and boarding.
> Manage disruption scenarios and their impact on Customer Management.

This course covers the following topics:
> Monitoring the Regrade and Onload lists.
> Using the Boarding monitor and activities.
> Working with departure plan activities.
> Closing boarding and flight departure.
> Working with flight disruptions (re-accommodation).

| Certification: Yes - pass mark: 85% | Duration: 5 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 administrators performing customer service activities.
> Airline trainers.

Things you need for this course

Pre-requisite:
> A basic knowledge of Passenger Name Records (PNR).
> Familiar with customer and baggage handling activities at an airport

Prework:
> To ensure that you are familiar with our products before attending the training, we recommend you complete the following e-learning (9 hours):
Altea Departure Control - Customer Management awareness

This course helps you use

> Altéa Departure Control - Customer Management (CM)

Related courses

> Amadeus Altéa DC-CM Business Rules [Instructor-Led]
> Amadeus Altéa DC-CM Departure Plan Template & Departure Control [Instructor-Led]

How the course is organised

> 5 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