# **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).







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)



How the course is organised

> 5 days training



#### Related courses

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

Departure Control [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
- > Last update: July 2024

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