



## e-Learning

### Amadeus Customer Service Point

A self-paced learning on how to use Amadeus Customer Service Point (ACSP).



You will learn:

- > What is ACSP
- > How to navigate ACSP
- > How to set up your ACSP account
- > How to open an incident record
- > How to open a work order
- > How to open a record
- > How to check a record status
- > How to verify and close an incident record
- > How to verify and close a work order



As an Amadeus customer, submit an inquiry on an Amadeus product using **Amadeus Customer Service Point (ACSP)**. Through a set of interactive videos learn how to open, verify and close inquiries including both work orders (WO) and incidents (IR).



Certification:  
No



Duration:  
20 minutes



Language:  
English



Level:  
Awareness



Pre-requisite:  
No



Pework:  
No



#### Is this the course for you?

This course is for:

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In particular, those working in:

Help Desk & Support Agents, Operations Managers, Trainers



This course helps you use

- > Amadeus Customer Service Point



How the course is organised

9 interactive lessons with a duration of 20 minutes.



What equipment do you need?

- > A computer or tablette.
- > A high-speed internet connection.



The last few details...

- > Please note that access to this course is restricted to Amadeus customers.