



## Instructor-Led

### Amadeus Reservation and Ticketing Web Certification for New Users

This course provides hands-on experience on Amadeus Altéa Reservation Desktop Web (ARD Web) to New Users who do not have cryptic knowledge.



On this course you will learn how to:

- > Use the graphical environment of Altéa Reservation Desktop Web (ARDW).
- > Improve customer service with best practices.



This course covers the following topics:

- > Understanding the ARDW environment and architecture.
- > Requesting an availability, informative pricing, schedule and timetable display.
- > Creating a Passenger Name Record (PNR).
- > Modifying a PNR and interpreting its history.
- > Working with Queues.
- > Displaying fare information and pricing PNRs.
- > Issuing, revalidating and reissuing e-tickets.
- > Issuing, reissuing and managing EMDs.
- > Displaying sales reports.
- > Refunding and voiding documents.



**Certification:**

Yes - pass mark: 85%



**Duration:**

5 days



**Language:**

English



**Level:**

Certification



**Pre-requisite:**

No



**Prework:**

Yes



#### Is this the course for you?

This course is for:

- > Airlines in PSS migration
- > Airline help desk agents.
- > Airline trainers.
- > Airline reservation and ticketing agents.



#### Things you need for this course

Prework:

- > To ensure that you are familiar with ARD Web before attending the training, we recommend you complete the following e-learning (3 hours):

[Altea Reservation Desktop Web awareness](#) (3 hours)

- > If you need to learn cryptic commands you should also complete the following e-Learning:

[Altea Reservation and Ticketing \(Cryptic\)](#) (3h)

[Ticketing in Amadeus - Cryptic](#) (1h)



This course helps you use

- > Amadeus Reservation Desktop Web (ARDW)



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](mailto:learning@amadeus.com)
- > Last update: July 2024