



## Instructor-Led

### Amadeus Queues

This course explains how to display and process Amadeus queues for the airline reservation and ticketing agents who are responsible for creating and maintaining queues in their organisation.



On this course, you will learn how to:

- > Display and interpret a queue bank.
- > Navigate queues within Altéa Reservation.
- > Process PNRs and messages stored in queues.
- > Create, customise, and delete queues and categories.
- > Utilise the queue planner and count reset.



This course covers the following topics:

- > Queue Navigation
- > Queue Bank
- > PNR and Messages Queues
- > Queue Categories
- > Queue Planner



Certification:  
No



Duration:  
3 hours + 1 day



Language:  
English



Level:  
Fundamentals



Pre-requisite:  
Yes



Pework:  
No



#### Is this the course for you?

This course is for:

Airline members that will be responsible for working and maintaining queues for their organization



#### Things you need for this course

Pre-requisite:

- > A basic knowledge of Passenger Name Records (PNR).
- > Complete the following e-Learning lesson (3 hours): [Altéa Reservation and Ticketing \(Cryptic\) awareness](#)

or

- > Complete Amadeus Reservation and Ticketing Web/Cryptic course.



#### This course helps you use

- > Amadeus Reservation Desktop Essential
- > Amadeus Reservation Desktop Web (ARDW)



#### Related courses

- > [Amadeus Reservation and Ticketing Web Certification for New Users \[Instructor-Led\]](#)
- > [Amadeus Reservation and Ticketing Web Certification-Conversion from Amadeus Cryptic to Graphic \[Instructor-Led\]](#)



#### How the course is organised

- > 3 hours of [e-Learning](#)
- > 1 day of virtual 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: June 2023