



Instructor-Led

Amadeus Reservation and Ticketing Help Desk for Airlines

This course explains how to support your customers' reservation and ticketing agents in solving their daily issues. It concentrates on the functional and technical system settings that agents need to verify before contacting the Second-level Help Desk.



On this course you will learn how to:

- > Use features available to Help Desks for identifying and solving problems
- > Maximize the use of the Service Hub and the different support touchpoints
- > Assist end users with central system functionality and database problems
- > Describe the Amadeus system processing and communication flows
- > React accurately to specific system responses
- > Identify issues and assign them to appropriate Amadeus groups
- > Follow the procedures to report incidents



This course covers the following topics:

- > Incident handling and reporting
- > Service Hub Support Touchpoints
- > The distribution system architecture
- > Office IDs and Office profiles
- > Extended Ownership Security
- > Amadeus Air
- > Ticketing



Certification:

Yes - pass mark: 85%



Duration:

3 hours + 5 days



Language:

English



Level:

Certification



Pre-requisite:

Yes



Pework:

Yes



Is this the course for you?

This course is for:

- > Airlines in PSS migration
- > Airline Help Desk agents



Things you need for this course

Pre-requisite:

> For airlines newcomers:

- Complete the [Altéa Reservation and Ticketing Helpdesk learning path](#) (3 hours).
- And successfully pass the [Awareness test](#) available in that learning path (1 hour).

- Or complete the [Amadeus Reservation and Ticketing Web Certification for New Users](#) course.

> For airlines in PSS migration:

- Complete the [Amadeus Reservation and Ticketing Web Certification for New Users](#) course.

Pework:

- > Complete the [Amadeus Incident Management e-Learning](#) (1 hour)



This course helps you use

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



Related courses

- > [Amadeus Reservation and Ticketing Web Certification for](#)

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- > [Amadeus Security Management Certification for Altéa](#)



How the course is organised

> For airlines newcomers:

- 3 hours of [e-Learning](#) + online [Awareness test](#)
- 5 days training

> For airlines in PSS migration:

- 1 hour of [Amadeus Incident Management e-Learning](#)