



# Instructor-Led

## Amadeus Process Customer Value for Customer Management

This course explains how to set up the customer ranking rules to prioritise customers during the onload/seating regrade process on the Amadeus Retailing Platform.



On this course you will learn how to:

- > Working with customer ranking process - Process Customer Value (PCV).
- > Navigating the PCV user interface.
- > Constructing acceptance onload and regrade rules.
- > Positioning and setting the ranking parameters and verifying the results in Altéa Departure Control Customer Management.



This course covers the following topics:

- > How to access the Amadeus Retailing Platform.
- > The purpose of customer ranking.
- > The customer ranking process.
- > Process Customer Value calculation (business process, parameters).
- > Using Market and Flight Group Management.
- > Applying Global PCV.



Certification:  
No



Duration:  
1 day



Language:  
English



Level:  
Fundamentals



Pre-requisite:  
Yes



Pework:  
No



### Is this the course for you?

This course is for:

- > Airlines in PSS migration
- > Airline administrators responsible for setting up Customer Management onload/regrade procedure.



### Things you need for this course

Pre-requisite:

Have successfully passed one of these courses:

- > [Altéa Departure Control - Customer Management awareness e-Learning](#) (9 hours)
- > Amadeus Altéa DC-CM Certification course.



### This course helps you use

- > Altéa Departure Control - Customer Management (CM)
- > Amadeus Application Launcher



### Related courses

- > [Amadeus Altéa DC-CM Business Rules \[Instructor-Led\]](#)



### How the course is organised

- > 1 day 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