amadeus

Instructor-Led

Amadeus AEM-DES plugin certification

This training course introduces the Amadeus AEM-DES plugin. This Adobe based plugin is a Content Management System (CMS) that customizes and contextualizes passenger digital touchpoint applications. Those applications manage online booking, servicing, self-service check-in, or other Digital Experience Suite (DES) based transactional flows.

On this course, you will learn:
> What a Content Management System is.
> How to access the AEM-DES plugin and navigate it.
> How to customize text and other media.
> How to use content rules to contextualize text and other media.
> How to deploy and activate changes to a 'live' environment.
> How to use project mode in a team environment.

This course covers the following topics:
> Differentiate between the Amadeus AEM instance and an airline's Adobe instance.
> Identify an application from the Applications Manager panel.
> Navigate the application dashboard.
> Identify localization keys to customize text, error messages or language translations.
> Manage media content in 'Assets management'.
> Create pre-defined banners by using 'Experience fragments'.
> Create content rules in an IF THIS THEN THAT approach.
> Organise the test and project environments.
> Deploy and activate modifications to a 'live' environment.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	2 days	English	Certification	Yes	No

Is this the course for you?

This course is for:
> Administrators of digital touchpoints such as online booking flows, manage my booking flows, self-service check-in flows, or other DES based transactional flows.
> Airlines in PSS or standalone migration.
> Airlines migrating from the current e-Retail Engine.

Things you need for this course

Pre-requisite:
> Basic understanding of what a Content Management System is.
> Understanding of how your airline's digital touchpoints work.

This course helps you use
> Digital Experience Suite (DES)

How the course is organised
> 2 days of training
> This training is based on the online booking flow as a digital touchpoint. However, the concepts and principles are the same for other transactional flows such as Self-Service Check-In (SSCI) or Servicing.

What equipment do you need?
View our instructor-led requirements.

The last few details...
> To schedule a customised session, please contact: learning@amadeus.com
> Last update: 31 October 2024