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: Yes - pass mark: 85%



Duration: 2 days



Language: English



Level: Certification



Pre-requisite:



Prework:



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

© 2025 Amadeus IT Group SA 1 amadeus.com