



Instructor-Led

Amadeus Altéa DCS Help Desk for Airlines

This course gives a global picture of the Altéa DCS process flows, covering flight creation to post departure. It also explains how airlines help desk agents should support Altéa Customer Management and Flight Management users in solving their daily issues.



In this course you will learn how to:

- > Investigate most of the common incidents.
- > Understand the flow of the flight cycle.
- > Search for information in order to solve or reject an incident.
- > Navigate the different Altéa solutions to identify missing information or wrong settings.
- > Follow the procedures to report incidents.



This course cover the following topics:

- > Incident handling and reporting
- > Altéa solution system architecture
- > JFE access issues
- > Failure to create a flight
- > Seating management
- > Baggage management
- > Device and printing management
- > Flight history in Altéa DC-FM
- > CM/FM 'link is down' scenarios
- > First steps of a problem investigation



Certification:
No



Duration:
3 days



Language:
English



Level:
Certification



Pre-requisite:
Yes



Pework:
No



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:

- > Complete the [Amadeus Incident Management for support agents](#) e-Learning (1 hour).
- > Successfully pass one of the courses below:
Amadeus Altéa DC-CM full certification
Amadeus Altéa DC-FM full certification



This course helps you use

- > Altéa Departure Control - Customer Management (CM)
- > Altéa Departure Control - Flight Management (FM)
- > Altéa Administration



Related courses

- > [Amadeus Altéa DC-CM Certification \[Instructor-Led\]](#)
- > [Amadeus Altéa DC-FM Certification \[Instructor-Led\]](#)



How the course is organised

- > 1 hour of [e-Learning](#).
- > 3 days training.



What equipment do you need?

View our [instructor-led requirements](#).



The last few details...

- > To schedule a customized session, please contact: learning@amadeus.com
- > Last update: December 2023