aMaDEUS

Instructor-Led

Amadeus Reservation and Ticketing Web Certification-Conversion from Amadeus Cryptic to Graphic

This course provides hands-on experience on Amadeus Altéa Reservation Desktop Web to airlines migrating from an Amadeus cryptic environment.

On this course you will learn how to:
> Log in and out, and manage an user account.
> Request Availability, Schedule and Timetable displays.
> Create, modify and delete Passenger Name Records (PNRs).
> Access Queues.
> Use the Fare Quote and Pricing features.
> Issue, revalidate, reissue and refund e-tickets.
> Use e-ticket management features.
> Issue, reissue and refund Electronic Miscellaneous Documents (EMDs).
> Display Sales Reports.

This course covers the following topics:
> Amadeus Air Availability
> Passenger Name Record
> Fares and Pricing
> Electronic Ticketing
> Electronic Miscellaneous Documents
> Sales Reports

Certification: Yes - pass mark: 85%	Duration: 5 days	Language: English	Level: Advanced	Pre-requisite: Yes	Prework: Yes

Is this the course for you?

This course is for:
> Airline help desk agents
> Airline trainers
> Airline reservation agents
> Airline ticketing agents
> Airline implementation teams

Things you need for this course

Pre-requisite:
> Provide 2 years+ of experience of using the Amadeus cryptic environment and reservation & ticketing processes.
> Be certified on a previous Amadeus cryptic course or pass the pre-course evaluation with a score of 85% or higher.

Prework:
> To ensure that you are familiar with our solutions before attending the training, complete the following e-learning (3 hours):
Altea Reservation Desktop Web awareness

This course helps you use
> Amadeus Reservation Desktop Essential
> Amadeus Reservation Desktop Web (ARDW)

How the course is organised
> 5 days 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
> Last update: November 2022