



## 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



**Pework:**

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.

**Pework:**

- > 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](mailto:learning@amadeus.com)
- > Last update: November 2022