



## Altéa Reservation and Ticketing

As a reservation agent, learn how to make reservations in the Amadeus Global Distribution System (GDS) using cryptic commands.



You will learn:

- \_ How to get started
- \_ What is Amadeus Air?
- \_ What are PNR Mandatory elements?
- \_ What are PNR Optional elements?
- \_ How to modify a PNR
- \_ How to work with itineraries and invoices
- \_ How to price and use fares
- \_ How to use ticketing
- \_ How to use Amadeus Queues



Through a set of interactive e-Learning videos learn what is the Amadeus GDS and how to create and modify the elements of a Passenger Name Records (PNR) in order to issue a ticket using Altéa Reservation (Cryptic).



Certification:  
No



Duration:  
3 hours



Language:  
English



Level:  
Fundamentals



Pre-requisite:  
No



Pework:  
No



### Is this the course for you?

This course is for:

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In particular, those working in:

Administrators, Fare Filing Agents, Help Desk & Support Agents, Inventory / Revenue Managers, Reservation Agents, Ticketing Agents, Trainers



### This course helps you use

- \_ Amadeus Reservation Desktop Essential
- \_ Amadeus Reservation Desktop Web (ARDW)



### How the course is organised

There are thirty mandatory e-Learning lessons with four supplementary lessons. Also, there are user guides available for download.



### What equipment do you need?

- \_ A computer, laptop or tablet.
- \_ A high-speed internet connection (> 1MB).
- \_ The Google Chrome browser or alternatively the Microsoft Internet Explorer browser.
- \_ An Amadeus login (LSS), organization ID (IATA code) and password.