



## Instructor-Led

### Amadeus Altéa Suite and Mastering Flight Disruptions - To archive

This course provides an overview of the end-to-end process flow within the Altéa suite, covering the interactions between Reservation, Inventory, Administration, and Departure Control (Customer Management and Flight Management). You will gain insight of the journey from flight creation to post departure. In addition to the core process flow, the course features a real-world, scenario-based disruption management workshop. This workshop uses airline pain points from actual operational experiences, ensuring practical relevance and action learning.



In this course you will learn:

- > Explain the role of the Altéa suite in airline operations.
- > Explore the interactions among five Altéa products, and how these products work within the airline ecosystem.
- > Examine the complete flight lifecycle and the associated Altéa business process flows creating the end-to-end operational framework.
- > Create effective strategies for managing flight disruptions with tools designed to support timely and efficient resolutions.



This course covers the following topics:

- > Reviewing the Altéa system architecture.
- > Building seat maps, creating schedules in Inventory.
- > Reviewing the relevant Altéa Inventory and Departure Control business rules.
- > Reviewing the Departure Plan activities.
- > Creating flights in Altéa CM and FM.
- > Identifying the data exchange between Altéa Departure Control, Inventory and the PNR.
- > Analyzing and resolving flight disruption scenarios based on real-world operational experiences.



Certification:  
No



Duration:  
5 days



Language:  
English



Level:  
Advanced



Pre-requisite:  
Yes



Pework:  
Yes



#### Is this the course for you?

This course is for:

- > Airline administrators, functional analysts, and business process testers needing to know how the Altéa products link together.
- > Airlines post PSS migration.
- > Helpdesk agents, disruption managers, and ground operation officers performing departure control activities.



#### Things you need for this course

Pre-requisite:

Successfully passed one of the following courses:

- > [Amadeus Altéa Inventory Certification](#)
- > [Amadeus Altéa DC-CM certification](#)
- > [Amadeus Altéa DC-FM certification](#)

Or completed one of the following e-learning:

- > [Altéa Inventory awareness](#) (6 hours 10 minutes)
- > [Altéa DC-CM awareness](#) (8 hours 50 minutes)
- > [Altéa DC-FM awareness](#) (2 hours 30 minutes)

Pework:

- > To ensure that you are familiar with our solutions, we recommend to complete this e-learning: [How Altea Inventory interacts with other systems](#) (20 minutes)



#### This course helps you use

- > Altéa Departure Control - Customer Management (CM)
- > Altéa Departure Control - Flight Management (FM)
- > Altéa Inventory and Code Share
- > Altéa Administration



#### Related courses

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



#### How the course is organised

- > 5 days instructor-led in person 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: January 2026