



Instructor-Led

Amadeus Altéa DC-CM Certification

This course explains in detail the customer check-in features of Amadeus Altéa Departure Control - Customer Management.



On this course, you will learn how to :

- > Navigate the Customer Management user interface.
- > Access each application to process a customer for acceptance and boarding.
- > Manage disruption scenarios and their impact on Customer Management.



This course covers the following topics:

- > Monitoring the Regrade and Onload lists.
- > Using the Boarding monitor and activities.
- > Working with departure plan activities.
- > Closing boarding and flight departure.
- > Working with flight disruptions (re-accommodation).



Certification:

Yes - pass mark: 85%



Duration:

5 days



Language:

English



Level:

Certification



Pre-requisite:

Yes



Pework:

Yes



Is this the course for you?

This course is for:

- > Airlines in PSS migration.
- > Airline administrators performing customer service activities.
- > Airline trainers.



Things you need for this course

Pre-requisite:

- > A basic knowledge of Passenger Name Records (PNR).
- > Familiar with customer and baggage handling activities at an airport

Pework:

- > To ensure that you are familiar with our products before attending the training, we recommend you complete the following e-learning (9 hours):

[Altea Departure Control - Customer Management awareness](#)



This course helps you use

- > Altéa Departure Control - Customer Management (CM)



Related courses

- > [Amadeus Altéa DC-CM Departure Plan Template & Departure Control \[Instructor-Led\]](#)



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: July 2024