



Instructor-Led

Amadeus Altéa DC-CM Advanced

This course builds upon the CM certification course by exploring complex scenarios for effective problem solving with the use of hands-on exercises. involving customer handling activities in the operational window.



On this course, you will learn how to:

- > Describe the relationship between Altéa DC-CM and Altéa Administration.
- > Interpret the business rules affecting customer handling activities including acceptance, seating, baggage, boarding and post departure process.
- > Evaluate how the business rule relates to the departure plan activities.



This course covers the topic of analysis of the components and elements that influence specific customer handling scenarios in the following areas:

- > Customer acceptance
- > Printing Documentation
- > Baggage Handling
- > Flight Information
- > Seating Management
- > Post departure procedure



Certification:
No



Duration:
2 days



Language:
English



Level:
Advanced



Pre-requisite:
Yes



Prework:
No



Is this the course for you?

This course is for:

- > DCS system administrators
- > DCS Trainers
- > Help Desk & Support Agents



Things you need for this course

Pre-requisite:

Have successfully passed ALL the courses below:

- > [Amadeus Altéa DC-CM Certification](#)
- > [Amadeus Altéa DC-CM Business Rules](#)
- > [Amadeus Altéa DC-CM Departure Plan Template & Departure Control](#)

Or have passed the [Test: Amadeus Altéa DC-CM Advanced](#)

Also be familiar with Altéa DC-CM and customer handling activities at an airport.



This course helps you use

- > Altéa Departure Control - Customer Management (CM)
- > Altéa Administration



How the course is organised

- > 2 days training
- > Learner centered approach with outcome based scenario exercises



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: June 2025