



e-Learning

Amadeus Process Customer Value for Customer Management

As an airline administrator, learn how Process Customer Value recommends onloading standby customers by exploring the Enhanced Onload Recommendation features.



You will learn:

- > What is an enhanced onload recommendation?
- > How to onload a standby customer only to their entitled cabin or a lower cabin
- > How to make space for a standby customer by only considering a downgrade
- > How to make space for a standby customer by first considering a downgrade
- > How to make space for a standby customer by first considering an upgrade



Through a set of e-learning, understand what Process Customer Value for Customer Management is, what the four enhanced onload recommendation options are, how they onload and make space for a stand by customer, and what their advantages and limitations are.



Certification:
No



Duration:
40 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Prework:
Yes



Is this the course for you?

This course is for:
Airlines

In particular, those working in:

Administrators, Digital Experience Analysts, Help Desk & Support Agents, Trainers



Things you need for this course

Prework:

Altéa Departure Control - Customer Management awareness learning path



This course helps you use

- > Altéa Departure Control - Customer Management (CM)
- > Amadeus Process Customer Value



Related courses

- > [Altéa Departure Control - Customer Management \[e-Learning\]](#)



How the course is organised

There are five mandatory e-learning lessons with knowledge checks. After completion, there is a user guide available for download.



What equipment do you need?

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