

# Amadeus Altéa Customer Management

**Amadeus Altéa Departure Control - Customer Management (Altéa DC-CM) e-Learning comprises various courses to train people according to their role as Check-In Agent, Gate Agent or Supervisor.**

Altéa DC-CM e-Learning is organised into 3 collections of courses.

You are recommended to select the collection of courses that most closely aligns to your job role within your organisation.

There is an assessment at the end of each course to certify your understanding.

Each course can be taken individually if this suits your training needs.

## The Courses

### Check-in Agent collection

As a check-in agent you will learn how to:

- Accept a customer and handle a baggage drop (Course 1)
- Handle group and frequent traveller acceptance, baggage connections and seating (Course 2)
- Create bookings, and handle crew, rush and cabin baggage as well as seating and disruptions (Course 3)

### Gate Agent collection

As a gate agent you will learn how to:

- Board a passenger (Course 4)
- Accept, board and re-grade a customer (Course 5)

### Supervisor collection

As a supervisor you will learn how to:

- Complete all check-in agent and gate agent responsibilities (Courses 1 to 5)
- Explain the system architecture of the Amadeus Altéa Suite including Departure Control - Customer Management

## Audience

This e-Learning is intended for airlines and ground handlers.

## Prerequisites

None

## Level

All levels (basic to advanced)

## Duration for each collection

- Check-in agent collection: 10 hours
- Gate Agent collection: 5 hours
- Supervisor collection: 17 hours

(Generally each course lasts 1 – 3 hours including the assessment.)

## Language

English

## Technical Requirements

### Hardware

- Minimum 1024 x 768 screen resolution
- Internet connection (broadband recommended)
- Sound card recommended for some courses
- Input devices: mouse and keyboard

### Software

- Microsoft Internet Explorer 6 or later
- Adobe Flash Player 9 or later
- Windows XP, Vista or 7
- Java Runtime 1.6.0\_30 or above