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.

In the gate agent learning path, you will learn:
- Board a customer
- Assist and re-grade a customer during boarding

In the check-in agent learning path, you will learn:
- Accept a customer and handle a baggage drop
- Handle group and frequent traveller acceptance
- Handle baggage connections and seating allocations
- Create bookings, and handle crew, rush and cabin baggage as well as disruptions

In the supervisor learning path, you will learn:
- Complete all check-in agent and gate agent tasks
- Explain the system architecture of the Amadeus Altéa Suite

This course covers the following topics:
- Getting started
- What is the Altéa suite?
- Customer acceptance tasks
- Customer baggage and seating tasks
- Customer assistance, regrade and disruption tasks
- Boarding tasks

Is this the course for you?
This course is for:
Airlines and Ground Handlers.

How the course is organised
Altéa DC-CM e-Learning is organised into 3 learning paths. You are recommended to select the learning path that most closely aligns to your job role within your organisation. There is a test at the end of each lesson to validate your understanding.

What equipment do you need?
- Internet connection (broadband recommended)
- Minimum 1024 x 768 screen resolution
- Input devices: mouse and keyboard
- Google Chrome or Microsoft Internet Explorer 7
- Windows XP, Vista or 7
- Adobe FlashPlayer