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.

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