

ALTÉA CUSTOMER MANAGEMENT

// INDIVIDUALS

DURATION: 40 HOURS



FLIGHT CONNECTION		
Time	Destination	Terminal
13:30	San Francisco	
14:15	London	
14:20		

ALTÉA CUSTOMER MANAGEMENT // INDIVIDUALS

Audience	anyone who would like to work as a passenger service and ticketing desk agent
Duration	40 Hours
Eligibility	based on application
Qualifications	HSC and above
Pre requisite	Customer Service Agent course
Beginning date of courses	Ongoing and on demand

AIM

- Access and navigate the customer
- Management using appropriate applications
- Use keyboard shortcuts and menus to navigate between applications
- Manage system functions: Check-in, boarding
- Deal with irregularities related to operations: rerouting, transfer
- Receive and process information via Messenger
- Identify issues related to devices
- Using the Online Help.

COURSE CONTENT

- Introduction
- Altéa DCS CM System Architecture / Navigation
- Customer Management GUIDE – Sign in / off
- Work with Messenger
- Timatic
- Linking / delinking
- Customer View
- Select Carrier
- Navigation Application
- Solving the Customer's Problems
- Set comment / information / add services
- Coupon status / Reservation / View customer / Create Record / Record Staff
- Printing: BPass, btag
- On classification and declassification
- Boarding: opening, closing and management
- Acceptance of passengers: open and closes
- Passenger ineligible status when boarding
- Printing lists of flight
- Onload list and Standby List
- Irregularities
- Rerouting

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