

# ALTÉA CUSTOMER MANAGEMENT

// INDIVIDUALS

DURATION: 40 HOURS



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

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