

Altéa Reservation Desktop Web is an advanced reservation, selling and servicing tool, which enables you to improve productivity and customer service.

Amadeus Altéa Reservation Desktop Web

Increase productivity and customer satisfaction

Amadeus Altéa Reservation Desktop Web is the next generation graphical user interface for airline agents. It was designed to improve agent efficiency across reservations, sales and customer service. Most transactions under Altéa are supported graphically and information such as customer profiles or ancillary services are also integrated.

Over 25,000 agents are now using Altéa Reservation Desktop Web all over the world. The solution can be used by airline agents in call centres (internal or outsourced), in city travel offices, at the airport (including CUTE environments) or even from home.

Improved productivity and service

Specifically developed for airlines, Altéa Reservation Desktop Web has been designed to meet users' needs in terms of display, guidance and interactions. Novice or expert, agents are faster and more efficient when answering a question or amending a travel journey. Agents can focus their full attention on customer servicing.

New users become fully productive in a few weeks. Overall, airline agents spend less time on average on the phone for each customer, as they are able to make bookings or changes to bookings faster and more efficiently.

Easy deployment

Altéa Reservation Desktop Web is a fully web-based application and only requires internet access and user credentials. It can be easily deployed to any location including airline call centres and offices, airline or city ticketing offices, outsourced call centres, airport CUTE environments and home workers. (Note: security is guaranteed by Amadeus Login and Security Server).

Tailored to your needs

Altéa Reservation Desktop Web can meet your specific market requirements and business needs, with many customisable elements. Customisation components can today be developed by Amadeus and soon managed by the airline.

How Altéa Reservation Desktop Web can impact your business

Altéa Reservation Desktop Web can help reduce costs, particularly in training and deployment, and also minimises mistakes due to human error.

The following savings were observed by some of our implemented customers, when compared to their previous reservation platform's performance:

- up to 20% improvement on average call handling time
- 3x faster for a new agent to be fully operational in the job
- 6x faster software installation at initial deployment

Key features of Altéa Reservation Desktop Web

Guided flows

Agents are guided so they can complete their tasks faster and accurately. Next actions are suggested and some critical steps are validated so agents can move confidently to the next step. Guided flows can make a difference in your business processes especially for repetitive tasks.

Configurable panels

Some panels can be tailored to your business rules and processes. For example service masks can be customised so agents can work faster on complex services.

Customisation options

Customisation options can be developed by Amadeus including the look and feel of the screens, functional activation and external integration.

Smart functions

Including autocomplete, keyboard navigation

Integration of fully embedded value-add services

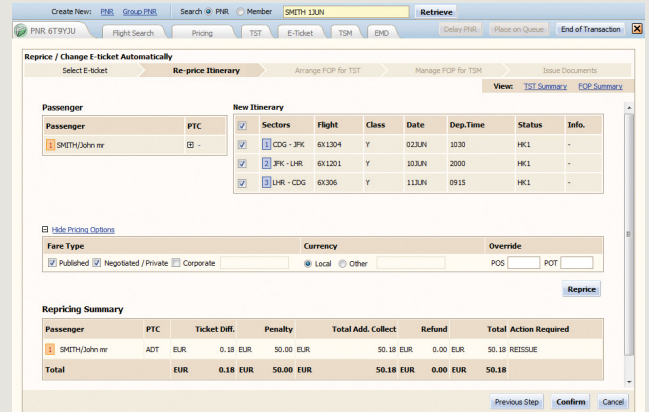
Such as Amadeus Ticket Changer, Ancillary Services Catalogue

Call centre integration

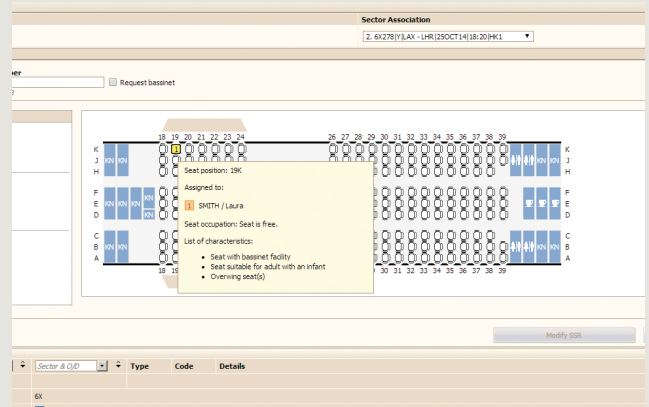
Altéa Reservation Desktop Web is delivered with CTI connectors so call centre integration is easier. Thanks to this integration, frequent flyer profiles can be automatically displayed and payment over the phone is fully secured.

CUTE certification

For ease of airport deployment



Integrated Amadeus Ticket Changer flow



Graphical seatmap

Trusted technology partner

As the global travel industry's leading technology partner, Amadeus is committed to helping you overcome your biggest business challenges by continuing to provide innovative and advanced integrated solutions, plus best-in-class support and expert consulting services.

Find out more

For further information, visit amadeus.com/airlineIT or speak to your Amadeus Account Manager today.