Reservations can be complex and time consuming. You need to boost productivity and enable easier bookings, so you can reduce operational costs. You can achieve all this and more with Altéa Reservation Desktop Web.

Improve productivity and service

Altéa Reservation Desktop Web (ARD Web) is an advanced, yet easy-to-use, browser-based front office reservation, selling and servicing tool. You can use its customisable features, automated processes and ease of deployment to increase productivity and enhance customer service across multiple channels.

Specifically designed to meet the needs of airlines, ARD Web provides a graphical interface to the Amadeus system to boost both the speed and ease of making and changing reservations. Not only are the majority of all transactions to and from the Amadeus Central System supported graphically, but other information services, such as customer profiles, are integrated into the same, intuitive graphical interface to ensure smooth workflows.

Advanced usability and customisation

Following extensive usability tests, the graphical interface of ARD Web has been designed to best match user needs in terms of display, guidance and interaction. Advanced web components facilitate input and also display and decode relevant data if required. New users quickly become more productive, reducing operational costs and enhancing the customer experience.

With ARD Web, you can customise screen components, input panels and workflows to match your specific processes and business rules.

Easy deployment

ARD Web is a fully web-based (thin client) application, which runs on standard browsers such as Firefox and Internet Explorer and only requires network access and user credentials.

ARD Web can easily be deployed in all types of airline contact centres (call centre, ATO/CTO, outsourced call centres, airport CUTE environment and home workers).
Key features at a glance

ARD Web offers industry leading features and functionality covering the following areas:

**Air booking, pricing and ticketing**
- Availability (including direct access), timetable
- Segment sell, long/direct sell
- Ghost, passive and informative segments
- Flight information (Flifo)
- Flex Pricer (option)
- Pricing and TST handling
- Airline service (OB) fee
- Form of payment
- Ticketing
- Amadeus Ticket Changer
- Refund
- EMDs
- Ancillary Services

**PNR elements and management**
- Passenger name and contacts
- SSRs, OSI and SK
- Remarks
- Split PNR
- Queues management and Option Queues
- Documents: itinerary, invoice
- Search, retrieve, ignore, save
- Compare
- History

**Redemption and frequent flyer profiles**
- Frequent flyer profile (update functionality out of scope)
- Redemption booking and ticketing (airline specific)
- Redemption upgrade (airline specific)

**Information and tools**
- Passenger lists
- Timatic
- Australian visa
- Amadeus Information Pages
- Telex messaging
- Extended printing requirements

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**Trusted technology partner**

As the global airline 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.

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Find out more

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