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Exercise 1: Getting Started - Access and Navigation

1. How many Applications are available to you in Customer Management?

21 22 23 24 25

2. When you sign in, what will be the default application that opens next to Messenger?

3. What are the keyboard combination(s) to open the following applications?

a) Customer _____ b) Seatmap _____
c) Reservations _____ d) Boarding _____

4. What types of help are available in Customer Management?

a) _____
b) _____
c) _____

5. You can only have one Messenger tab open:

True -or- False

6. Match the following icons with their description:

e-ticket association required



Customer has hold baggage



Accepted on the flight



Customer has a paper ticket



Request processed successfully



e-ticket associated



7. What is the maximum number of applications you can have open in Customer Management?

8 9 10 11 12

8. Which priority message will display a pop-up to your screen?

9. Using the Online Help match the following seat characteristic icons to their descriptions:

Seat with an individual air phone



No view of the movie screen



Seat in a quiet zone



Armrest lifts for disabled passenger



Not suitable for unaccompanied minor



10. If there is no keyboard or device activity for more than 15 minutes the user is automatically logged off the Customer Management Session.

True -or- False

11. What security tasks can you perform under the My User ID Details application?

Teletype Template Admin	Ctrl+Y
My User ID Details	Ctrl+O
My Preferences	Ctrl+P

12. What is the difference between the following actions?

Ctrl+L _____ Alt+E _____

13. Give the activities that enable the system:

- a) To retrieve the customer data _____
- b) To match and associate e-tickets with the customer record _____

14. Do you need to subscribe to Messenger to receive notifications?

Exercise 2: Customer Exercise

15. How many different items can be swiped when identifying a customer?

16. From the Customer Application, you can search for and identify customers using the following parameters:

Credit Card	Record Locator	Ticket Number	Group Name	Bag Tag details
Travel Visa	Name	Security Number		Passport Number

True -or- False

17. From Customer Display (accepted customer) how many menus are available to you?

11

12

13

14

15

18. Having opened a Customer Record, all categories will be displayed to you even if there is no data to populate them:

True -or- False

19. What do the following icons mean when found in the Customer Product Table?





20. By default the Customer History displays the five most recent system transactions in reverse chronological order:

True -or- False

21. What does **✗** mean when displayed in the Customer Product Table under the acceptance column?

22. Identify the icons displayed in this Customer Product Table:

Bkg	Tkt	Cabin	Seat	Sec	Accept	Baggage	Info
	Y	↑J	★ 4A	001			\$, MAAS

23. Create a commercial booking for **Mr. LENNY KRAVITZ** on your flight in economy class

➤ Allocate a seat and accept with 1piece 20kgs baggage.

24. A customer with an extra seat has a blue link in their Customer Product Table:

True -or- False

25. Can you remove an infant after acceptance?

26. You cannot add a volunteer to downgrade status to a customer before acceptance:

True -or- False

27. How do you display a customer's booking from CUSTOMER application?

28. Can you interpret the Customer History extract?

20SEP21 07:17

4. Transaction: Acceptance

Category: **Baggage**

5. Hold Baggage Pieces: **1** Hold Baggage Weight: **15kg**

» **Added:** Baggage Pool: **Not Pooled**

Category: **Baggage**

» **Added:** Bag Tag: **0172-6X-089776** Destination: **LHR**

Category: **Ticket Type and Use** Subcategory: **E-Ticket**

Flight: **6X9900 24SEP21 Y NCE-LHR**

» **Changed:** Status: Open For Use (O) -> **Checked In (C)**

Category: **Seating**

Flight: **6X9900 24SEP21 NCE-LHR**

» **Added:** Seat: **019B**

Category: **Acceptance** Subcategory: **Altea Departure Control**

Flight: **6X9900 24SEP21 NCE-LHR**

Cabin: **Y**

» **Added:** Channel: **DCS Agent** Security Number: **NCE-001**

» **Changed:** Status: Not Accepted -> **Accept**

Category: **Printing** Subcategory: **Boarding Pass Print**

Flight: **6X9900 24SEP21 NCE-LHR**

» **Changed:** Print Status: Not printed -> **Print Required**

Category: **Ticket Type and Use** Subcategory: **Revenue Integrity Checks**

Flight: **6X9900 24SEP21 Y NCE-LHR**

Exact Flight Check Indicator: **Not Required** Flight Number Check Indicator: **Not Required**

Class Check Indicator: **Not Required** Validity Date Check Indicator: **Not Required**

Customer Type Check State: **Not Required** Ticket Sequence Check State: **Not Required**

Travel Date Check Indicator: **Not Required** No-Show Check Indicator: **Ignored**

Full First Name Check Indicator: **Not Required** Board-off Points Check Indicator: **Not Required**

Carrier Check Indicator: **Not Required**

» **Changed:** Go Show Check State: Required -> **Passed**

Select Reference:

Exercise 3: Flight Information and setup (Onload / Regrade)

29. You can add more than one predefined comment at the time:

True -or- False

30. Which shortcut would you select if you needed to update the acceptance status of a flight?

31. Interpret the following list filtering.

Refine Customer Lists with Criteria			
And/Or	Include/Exclude	Filter	Value
1 And	Include	E-ticket (ETK)	▼ E-ticket - All
2 And	Exclude	Frequent Traveller - Tier (FQT)	▼ Gold

32. Where within the flight application would you go to increase the number of customers eligible for regrade?

33. What are the steps to change the time of this activity so that it prompts at -35m?

10	Prompt For Boarding Location	-1h 0m 08:00 08JAN ETD	Not Completed
11	Print Unmatched E-Ticket	-1h 0m 08:00 08JAN ETD	Not Completed
12	Trigger Prompt To Open Boarding	-50m 08:10 08JAN ETD	Not Completed
13	Prompt To Close Acceptance	-45m 08:15 08JAN ETD	Not Completed

34. You can force accept a standby customer from the onload list:

True -or- False

35. Will the boarding time be updated automatically if you update the ETD?

Exercise 4: Baggage Exercise

36. You can only display a customer from the baggage application if they have a baggage record:

True -or- False

37. How would you display a list of crew baggage?

38. This customer has a baggage recognition in their record, where do you check who authorised it?

	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	BLUE Blue Mrs	BLUE							

39. This customer is no longer travelling, what will be the status of their baggage?

	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	BRADSHAW Carry Miss								

a) Pending b) On standby c) Not accepted d) Not Travelling

40. How do you display the baggage history for a customer?

41. Calculate the total excess baggage cost for 1 extra piece on a AZ flight from Rome to to Paris

42. Refer to the below baggage history and identify what has happened?

	Tag number	Flight	Head of Pool	Bkg Ref	Info
1	0172-6X-092922	6X9901 08JAN NCE-LHR	DALI Salvatore Mr	3769CC	

Select: 1

Select a bag to view the history. Select a reference to display additional information.

05JAN22 09:55 1. User: TRNCM120 Office: NCE6X09CM
2. Transaction: Accept Baggage NCE 1 TRN A20

Category: **Baggage** Subcategory: **Baggage Group**

3. Customer: **DALI Salvatore Mr**
» Added: Hold Baggage Pieces: 1 Hold Baggage Weight: **10kg** Customer: **DALI Salvatore Mr**

Category: **Baggage**
Flight: **6X9901 08JAN22 NCE-LHR**
» Added: Bag Tag: **0172-6X-092922** Special Baggage Attribute: **BIKE**
Special Baggage Description: **1 BIKE only 10 KGS**

Category: **Baggage** Subcategory: **Baggage Itinerary**
Flight: **6X9901 08JAN22 NCE-LHR**
Bag Tag: **0172-6X-092922 LHR**
» Added: Bag Tag: **0172-6X-092922** Baggage Activation Status: **Active**
Baggage Status: **Accepted** Baggage Class: **Y** Priority Indicator (Leg): **N**
Heavy Indicator (Leg): **N**

Category: **Baggage**
Bag Tag: **0172-6X-092922**
» Added: Bag Tag: **0172-6X-092922** Destination: **LHR** Owning Customer: **DALI Salvatore Mr**
Individual Bag Weight: **10kg** Bag Tag Source: **Automatic** Priority Indicator: **N**
Heavy Indicator: **N**

Exercise 5: Seating Exercise

43. You can display a seat map from the Flight, Boarding, Customer or Seatmap applications:

True -or- False

44. Refer to this seat map, what do the letters W and K represent?



W _____ K _____

45. What do the following icons mean?

a) _____ b) _____

c) _____ d) _____

e) _____ f) _____

46. Where do you indicate a customer's seating preference?

47. From a customer's record you will only see the seat map related to the cabin he is booked in:

True -or- False

**48. How would you identify from the seatmap which seats have been defined for:
Pet in Cabin or suitable for Unaccompanied Minors?**

Exercise 6: Boarding Exercise

49. Boarding can only be opened from the boarding application:

True -or- False

50. What should the general flight status be before you can open boarding?

51. Refer to this screen; what do you need to update before you can open boarding?

6X9901	08JAN NCE → LHR London Heathrow	STD: 09:00
Acceptance Open	Gate: None	Boarding: 08:20

52. The number of accepted customers does not show on the boarding monitor:

True -or- False

53. You must close acceptance before you can close boarding:

True -or- False

Exercise 7: Disruption Exercise

54. When seats are automatically reallocated, the system sends a high-priority message to those subscribed. What is it called?

55. List the 5 reasons a customer may appear on the Non-Operational Customer list?

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____

56. When transferring a customer, ticket and baggage information is transferred automatically:

True -or- False

Exercise 8: Operational Flight Updates

57. After performing an update in OFU how long will it take to see the result in Customer Management?

- a) 1 hour
- b) Next flight creation
- c) Immediately