

## Darondo ApplicationLink Adapter Certified by Avaloq

Avaloq works with highly qualified software partners who provide third-party systems in order to complement full functionality within the Avaloq Banking System. The close partnership ensures the release capability of the integration.

### Third-party System: darondo ApplicationLink

Darondo ApplicationLink enables the integration of Cisco-based contact center in the Avaloq Banking System to make and receive calls right in your Avaloq SmartClient application. In addition to telephony, darondo ApplicationLink also enables other communication channels such as e-mail and call-me to be integrated in the contact center.

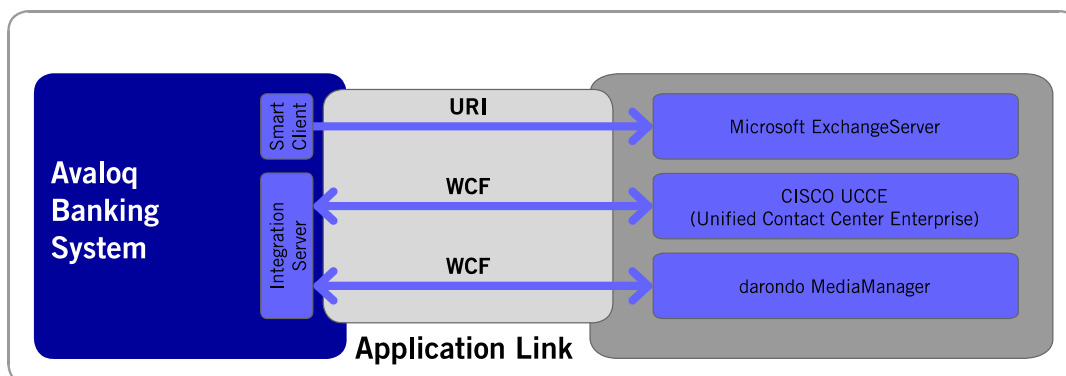
#### Advantages:

- All the required client information is made available to the agent on his desktop.
- Connects different media to the Cisco contact center
- The agent controls all telephony functions within his familiar Avaloq desktop environment.

#### Functional Highlights of the Certified Adapter

- **Inbound functionality with electronic address resolution**  
 For every incoming call or message, the sender's electronic address (e.g. phone number or e-mail address) is automatically compared against existing Business Partner data in the Avaloq Banking System. If a matching Business Partner is found, his profile, portfolio, documents, contact history etc. will be loaded.
- **For Outbound functionality with campaign management.**  
 Campaigns and issues can be processed. Phone numbers do not have to be dialed by hand; a Business Partner can be called by clicking a single button.
- Third-party phone control, including consultation calls and transfer
- Unified messaging: phone calls, messages and requests for call-back are handled uniformly
- Full integration into the Avaloq Banking System, full integration into the new Avaloq SmartClient
- Solution developed in collaboration with Bucher + Suter and with a customer who has profound and long-term experience in contact management: verified concepts, implemented by practitioners for practitioners

#### Integrated Architecture



Certified Adapter  
 darondo  
 ApplicationLink  
 for the Avaloq  
 Banking System

#### Restrictions

Not a "plug & play"-adapter. The use of the adapter needs some parameterisation and configuration effort.

## **Bucher + Suter AG**

Bucher + Suter offers contact center solutions based on the Cisco Unified Contact Center Platform. Its customers span across many vertical markets including financial, retail, service provider and carrier class. Bucher + Suter has a strong and committed partnership with Cisco and has developed several value add-on applications and interfaces for Cisco's Unified Contact Center. Bucher + Suter has offices in Switzerland, Germany and Turkey as well as employees in the U.S.

[www.bucher-suter.com](http://www.bucher-suter.com)

## **Avaloq – essential for banking**

Avaloq the Swiss market leader for standardised banking software with locations in Switzerland, Luxembourg and Singapore. Over 55 banks worldwide rely on the Avaloq Banking System, which is systematically orientated towards the business processes and requirements of an innovative bank. Whether for a private, retail or universal bank: using Avaloq, bankers are able to boost efficiency and increase transparency. Avaloq is much more than a banking system. The Avaloq Academy ensures that all project team members have been properly trained, so that they are able to make the best use of the Avaloq Banking System's potential. In the Avaloq Community more than 55,000 Avaloq users, customers and partners are able to exchange views on the Avaloq Banking System.