

## **VBVoice 7** – Building Your Business with Voice Technologies

Pronexus VBVoice®™ Interactive Voice Response (IVR) toolkit is the most comprehensive and flexible development environment for business critical Computer Telephony (CT) solutions. First introduced in 1994, it is the foundation of some of the most dependable, sophisticated and robust CT solutions at thousands of sites around the world.

VBVoice enables the creation of feature-rich inbound and outbound IVR solutions including auto-attendants, automated payments, fax applications, notifications, polling and surveys, just to name a few. IVR applications built with VBVoice have been deployed in numerous industries from banking to government, healthcare, insurance and utilities.

VBVoice 7 continues this tradition of excellence. The Rapid Application Development (RAD) tool from Pronexus leverages the power of Microsoft Visual Studio.NET™ and Visual Studio 2010, arguably the world's most modern and feature-rich development environment, and allows developers to rapidly create scalable and extensible communications solutions for a wide variety of applications.

New compelling features have been added to VBVoice 7, ensuring that the Pronexus Interactive Voice Response (IVR) tool kit continues to deliver the very best solution for your business and computer telephony requirements.

### **VBVoice 7 New Features**

VBVoice 7 synchronizes all Pronexus' offerings with the latest operating systems from Microsoft®, namely Windows 7 and Windows Server® 2008.

#### **Windows 7 Support**

VBVoice 7 now offers support for Windows 7, Microsoft's most current operating system. Since the move to Windows 7 is generally accepted within the industry, Pronexus along with our partner Dialogic are committed to fully supporting Windows 7. VBVoice 7 includes support for the latest Dialogic HMP drivers for VoIP, as well as SR6.0 drivers for telephony cards both PCI and PCIe, all with support for Windows 7, while still maintaining support for Windows XP and Windows Server 2003.

#### **Windows Server 2008 Support**

The latest Microsoft server operating system, Windows Server 2008, is now supported on the same development IDEs and cards (drivers) as Windows 7.

#### **Microsoft Visual Studio 2010**

The recently released version of Visual Studio® 2010 adds numerous features and facilitates faster development. Now you can develop VBVoice applications in VB.NET and C#® using Visual Studio 2010, targeting .NET frameworks from 2.0 to 4.0.

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#### **Download VBVoice 7 Free of Charge**

Download VBVoice SDK at [www.pronexus.com](http://www.pronexus.com) and start developing today.

## **VBVoice 7 Additional Features**

### **Distributed Architecture for High Volume Applications**

VBVoice features Modularity, an optional, fully distributed master/slave architecture. Host system resources and services on one or more master machines while the applications themselves run on separate machines. This provides ultimate separation, load balancing, independent provisioning, and unparalleled reliability and scalability, all without additional programming overhead. Advanced Monitoring with SNMP provides superior application control.

### **Voice Over IP (VoIP)**

VBVoice integrates support for VoIP protocols including H.323 & SIP. In addition, VBVoice lets you create hardware-less IP telephony apps through seamless integration with Dialogic's HMP software. Using HMP you can combine VoIP and Dialogic Digital Network Interface (DNI) "thin blade" cards to create gateway solutions.

### **Text-to-Speech Synthesis**

When pre-recorded prompts are not desired or feasible, VBVoice lets you choose from a variety of TTS engines. Since the TTS engines are integrated directly into the VBVoice development environment, it is easy to insert text-to-speech synthesis into the call flow of your application.

### **Flexible Speech Recognition**

VBVoice tightly integrates with Nuance's leading speech recognition engines. Its controls support large vocabularies, Natural Language Processing (NLP), and let you create and modify grammar sets on the fly. System-wide voice commands (Help, Operator, etc.) can be made available for the duration of a call without additional recognition licenses, leading to lower costs. Speaker verification on the Nuance platform allows you to provide secure telephone access and personalization based on a caller's voiceprint. VBVoice also supports MRCP, a standard protocol for TTS and ASR engine integration. Through an MRCP plug-in, developers can even utilize cost-efficient Speech Server products available in Microsoft's Office Communications Server (OCS).

### **Conferencing**

The VBVoice conference control supports multiple conferences using specialized boards or HMP. Your application can merge multiple voice channels into an audio conference or connect two lines together. In many applications, two-party bridging may be set up without any dedicated conferencing hardware.

### **Call Center Applications**

VBVoice supports call distribution (ACD) functionality such as call routing, status, transfers, and messaging-on-hold. The TapRecord control allows recording of conversations in full duplex between IVR and a caller or between two bridged callers, and recording may be done on digital and

analog channels, ideal for automated security and quality control applications. You can also program screen-pops to the desktop and interact with database applications. HMP integration lets you create hardware-less solutions on IP-PBX environments.

### **Multilingual Applications**

The Language control allows you to develop multilingual applications without re-writing the call-flow. It supports English, French, Spanish, Italian, Japanese, German, or any user-defined language. System prompts are included for the built-in languages.

### **Fax Capabilities**

VBVoice also lets you create a wide range of fax server solutions, including fax-on-demand, fax broadcast, Internet fax gateways and more. High density faxing is supported, allowing for highly scalable solutions that meet your needs.

### **Web Integration**

The WebQuery control allows data retrieval from any web site identified by a URL. Access directory information or other web publications for use in a VBVoice application.

### **Developer Flexibility and Ease of Deployment**

VBVoice 7 allows you to create an application for a large number of lines, and development and testing do not require individual port licenses. This lets you respond to large opportunities and move from small applications to large deployments and vice versa. Once an application is deployed, the fully redundant runtime manager makes configuration and management of licenses easy. Optionally, it also supports sublicensing of your own application.

### **Comprehensive Support Options**

Pronexus' technical support experts are likely the most knowledgeable and responsive support specialists you will ever talk to. Since 1994, our technical IVRS support specialists have assisted hundreds of customers with their IVR applications. With their thorough understanding of IT, telecommunications and telephony, our IVR support specialists are able to help you solve any problems that you may encounter.

### **CONTACT INFORMATION**

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