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the Voice

Your Toolkit for Powerful IVR Solutions



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MESSAGE FROM THE CEO

Welcome to Fall, one of the Pronexus team's busiest times of the year! We often find ourselves working hard through the summer to bring new releases to our customers – releases based on what we hear from you, our developers, and what holds you back. We've listened to what you need and what you are looking for, how you develop and deploy your applications, and how you are constantly adapting to the changing industry of speech technology. We know that you need to take advantage of the strides being made in the industry which can make your IVR solution as reliable and effective as possible, in particular when it comes to the world of virtualization.



Our goal, as always, is to make your IVR deployment as streamlined as possible. From the new release to expanding our YouTube offering of how-to videos, we want to provide you with the tools and resources you need to succeed in all your IVR application projects and endeavours.

Gary T. Hannah, CEO

New Release

VBVOICE 10.2 NOW ENTERING BETA MODE

A new version of VBVoice is coming in mid-November – one that supports the latest advancements being made in Cloud computing and Rapid Application Development. This latest VBVoice version offers developers more information with a focus on serialization for change tracking plus simple, easy to use log collection. We are also refreshing our look and feel and can't wait to share what's new! For information about this exciting new VBVoice release and the potential it brings, contact us today and you too can participate in the Beta version before the release date. Simply contact Aamir Hasan at 1-877-766-3987 ext. 596 or by email at sales@pronexus.com.



Make sure your voice is heard. Let us know if you are interested in being a Beta Tester for this upcoming release! As always, Pronexus invites our customers to share with us. Let us know what your wish list is for future releases!

Blog

IF IT AIN'T BROKE, UPGRADE



Upgrading your VBVoice application when a new version is released can seem like an unnecessary evil; it may take more time than you'd like, and there might be some growing pains. And what if your IVR is working perfectly as-is? Why should you upgrade when you don't have an issue?

We recently posted a blog on our website about these very questions, offering some of our best advice on why upgrading now is cheaper and so much easier. Future-proof your IVR investment. Have a read and find out why we counsel our customers to reduce their risk and stay up-to-date with the latest version of VBVoice.

BLOG: If It Ain't Broke - Upgrade!

Note that VBVoice 10.2 is coming; as per our Support policy, we will be sun-setting Support for versions prior to VBVoice 10. If you would like Pronexus to continue to support your VBVoice applications, you will need to upgrade your current version within 6 months of the new release.

Video Series

THEIVRTUBE – YOUR SOURCE FOR IVR TUTORIALS AND EXPERTISE

We have a long wish list of material we will be adding to our YouTube channel, found at [TheIVRtube](#). We recently started two new video series, so click the Notification button on our YouTube page to be notified when we post a new video! One series in particular will focus on IVR installations and how to get started the right way. Our other new video series caters to VBVoice veterans, and offers tips and tricks straight from the VBVoice development experts who know VBVoice inside and out. Our development team truly believes in sharing their insight with a focus on helping our customers develop a stable and



efficient VBVoice IVR solution. As always, we encourage VBVoice customers to share their thoughts and ideas on what you would like to see next, so be sure to comment and share!

STAY CONNECTED



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