PRONEXUS

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The Voice
Your Toolkit for Powerful IVR Solutions

VOLUME 19	YOUR TOOLKIT FOR POWERFUL IVR SOLUTIONS - **PRONEXUS.COM**

MESSAGE FROM THE CEO

I can't believe it's the end of the year already, the year has flown by. 2012 has been a good year for Pronexus. We have added new clients to our ever growing list of customers, launched two new and improved websites and added new members to our team.

2013 is going to be an exciting year for VBVoice™. The Pronexus Architects are hard at work designing a new version of the award winning software. It will be made with the customer's needs in mind, with many improvements while remaining true to an easy-to-use GUI-based call flow environment that lets you create advanced IVR applications with drag & drop simplicity.

New Interactive Voice Response solutions continue to be deployed all over the world. The VBVoice toolkit is widely used and continues to win in verticals like healthcare, education, government, financial and consumer.

If you haven't done so already, visit vbvoice.com and watch our How-to videos to learn from the Pronexus support professionals. Pronexus supports its VBVoice customers to get their new IVR applications up and running with 10 free days of technical support and two free run times that accompanies every free download of the VBVoice rapid application development toolkit.

Gary Hannah
President and CEO

AND THE WINNER IS...

Congratulations to Lior Daniel, the winner of our Facebook Like contest.

Lior has won a brand new iPod touch. He was very happy to have been the winner "it's my first time ever winning something," he said.

Thank you all again for your likes. Our Facebook page is a great way of staying connected with Pronexus, VBVoice and IVR news.

WHAT'S NEW IN THE VBVOICE IVR DEVELOPER COMMUNITY

Have you been staying up to date with our IVR Discussions?

If you haven't, then you may want to read our latest posts:

The Top 10 VBVoice IVR Applications – Part 1

The Top 10 VBVoice IVR Applications – Part 2

VBVoice.com is a great place to access a wealth of information tailored specifically to IVR/telephony developers.

DIALOGIC BOARDS END-OF-LIFE NOTIFICATION

As a provider of Dialogic boards to our customers we have received notice from Dialogic that many of their Media Boards, Digital Telephony Interface Boards, and Station Interface Boards will be or have reached end-of-life.These are the series of boards that have been affected:

- Full Length DNI series PCI and PCI-express boards will no longer be sold

(dates vary and depend on model), but purchased boards will be supported (support dates vary and depend on model). The Full-Length DNI series is slated to be replaced by Half-Size DNI PCI and PCI-express equivalent.

- DMV series boards will no longer be available as of (dates vary and depend on model). Dialogic is not replacing this series. The migration path is to the new Half-Size DNI series.
- Select JCT models will no longer be available as of (dates vary and depend on model). There is no EOL life from Dialogic for the JCT model (as a whole).

We recommend you contact your Pronexus Sales representative for further information regarding the boards required for deployment of your IVR application. You may also consult the Dialogic website for specific information regarding the migration to new hardware.

VBVOICE HOW-TO VIDEOS

Sean White, Support Manager, has recently compiled some fresh videos featuring how-to download, install and create a simple application using VBVoice.

IVR TRENDS

IVR Applications for the Realty Industry

We have been noticing an increase in development of IVR applications for the realty industry. Realtors are looking for new ways to connect clients with the realtors responsible for specific MLS listings. The proposed solution will allow home buyers to call a toll free number, enter an MLS number and then be routed to an available realtor who can then answer any questions about the listing.

Other applications for IVR in the realty industry:

- Use the IVR application as an outbound broadcasting tool to alert interested buyers in new listings
- Use an IVR application to allow realtors to make inbounds calls to retrieve detailed information on MLS listings

NEW IN 2013… VBVOICE 8!

That's right! The latest and greatest version of VBVoice is in the works. With a release date early in 2013 we are anticipating a great new feature set for this version.

What we do know is that VBVoice 8 will support:

- Windows® 8
- Windows® Server 2012
- Microsoft® Visual Studio® 2012

We hope you stay tuned for more release news in 2013.

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