the Voice

Your Toolkit for Powerful IVR Solutions

PRONEXUS

MESSAGE FROM THE CEO

October was an exciting month for Pronexus. We celebrated a full two decades of IVR development and innovation! IVR technology is as relevant today as it was in 1994; the technology has simply gotten better and more robust. This anniversary, Pronexus released VBVoice 8.20, the best ever version of VBVoice. We have listened to the demands of the industries that depend on reliable IVR applications; we have also worked closely with our partners to find new ways to innovate and to interact with new tools. As a result, we developed our new product, IVRGuard – an IVR monitoring tool that warns administrators of any errors occurring in their IVR application, allowing the administrators to either address the problem immediately, or contact support before callers are severely inconvenienced. IVRGuard fills a current hole in the market, and I look forward to seeing how IVRGuard will save you money while reducing loss of revenue and maintain good customer service by identifying system errors immediately.

Gary Hannah
President and CEO

VBVOICE UPGRADE SUPPORT

Pronexus is offering upgrade packages to help customers upgrade to the newest version of VBVoice. These packages are the result of efforts to enable customers to upgrade their applications fully confident that the integrity of their application will be preserved, down time will be minimized, and the cost of upgrading from an older version will be significantly reduced. Pronexus' excellent technical support team will assist customers in upgrading to the current version of VBVoice by offering one-on-one technical consulting, inventory of applications and associated hardware, and temporary run times as well as 3rd party licenses to facilitate the QA process. Upgrading will allow the Pronexus Technical Support team to provide the best service possible when maintenance and support questions arise. Pronexus has defined three upgrade packages to meet the diverse needs of VBVoice customers.

Upgrade support package details>>

PRESS RELEASE: Pronexus Offers Easy, Cost-Effective Version Upgrade Packages to VBVoice Customers

PRONEXUS CELEBRATES 20 YEARS OF IVR INNOVATION

Pronexus is celebrating its 20th anniversary this month, and after two decades of innovation and development, we are proud that VBVoice is still the first choice for developers building voice response platforms in mission-critical industries. Hospitals, banks, airlines, and other verticals that rely on dependent IVR solutions continue to use VBVoice to build their IVRs.

Pronexus began humbly in 1994; VBVoice emerged as a basic interactive voice developer's toolkit at a time when interactive voice response as a call routing solution was in its infant stages. Pronexus and its product, VBVoice, has grown into a true grandfather of IVR, facilitating call routing and customer interactions. With inbound and outbound capabilities, multiple languages, and easy integration with Microsoft® Visual Studio®, VBVoice has become the best solution available for developers hoping to build reliable, inclusive, and diverse IVR solutions easily, supported by our customer care experts.

PRESS RELEASE: 20 Year Anniversary Celebration: VBVoice 8.20!

NEWEST VERSION OF VBVOICE, VBVOICE 8.20, NOW AVAILABLE

Pronexus celebrated 20 years of dedicated IVR development by launching its best ever version of VBVoice. VBVoice 8.20 is the culmination of 20 years of expert IVR development; our solutions power thousands of IVR solutions around the world, and we continue to add new features and build

on old ones to consistently offer the best IVR toolkit available. We are excited about the new features included in VBVoice 8.20, including integration with Microsoft Lync, Interoperability Secure media, proprietary call control functionality, and built-in hooks for IVRGuard, Pronexus' IVR monitoring product.

PRESS RELEASE: [Pronexus Celebrates 20 Years of IVR Success](#)

MICROSOFT LYNC INTEROPERABILITY

Integrating with Microsoft Lync enables interoperability between VBVoice 8.20 and Microsoft Lync. This allows developers to build enterprise class unified messaging systems with a built-in IVR component created using VBVoice. Pronexus is pleased to be a long-standing Microsoft Partner and continues to boast compatibility with many Microsoft tools to maximize the potential of your IVR.

PRONEXUS PROPRIETARY CALL CONTROL

Previously, VBVoice applications depended on third party call control, but we are pleased to announce that Pronexus has developed Pronexus Proprietary Call Control, an optional proprietary SIP call control for Pronexus customers using VBVoice 8.20. There are many benefits to having our own call control solution; one significant benefit is the cost reduction. By eliminating third party call control solutions, all of our customers can develop IVR applications for less. Pronexus Proprietary Call Control also serves as a foundation for adding additional features in future VBVoice releases, such as support for transfers through re-invite messages, support for changes of codecs and other call conditions during the call, and the ability to expose more information about the call to the application.

[Read more about the benefits>](#)

PRONEXUS IVRGUARD

This fall, Pronexus released its new IVR monitoring solution IVRGuard. Powered by Heroix' Longitude, IVRGuard protects the integrity of your IVR application by monitoring its processes and alerting you of any problems

occurring. Our Pronexus team noticed that there was a hole in the IVR industry, and we decided to address it! Our developers built ten hooks into VBVoice 8.20 that can be monitored by IVRGuard. Administrators can navigate to a password-protected web interface to check for recurring errors or be notified by email when the IVR is showing faulty behaviour. The parameters for each hook are configurable, allowing you to choose how often IVRGuard checks the IVR and at which point the administrator should be alerted to faulty behaviours.

For mission-critical IVR applications, IVRGuard can eliminate worry. For 24 hours a day, 7 days a week, IVRGuard ensures that your IVR application is running smoothly. Loss of revenue and legal ramifications as a result of the system crashing can be eliminated, and your customers will never be the first to inform you of a problem. Enjoy the security of IVRGuard IVR monitoring!

We recently held a very well attended webinar outlining the ease of use and benefits of IVRGuard monitoring. For more information contact Aamir Hasan at sales@pronexus.com.

PRESS RELEASE: [Pronexus Launches IVRGuard, Robust IVR Monitoring Tool](#)

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