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# the Voice

Your Toolkit for Powerful IVR Solutions



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## Message from the CEO

Spring has finally arrived in Ottawa, and with it, that tendency toward a sudden burst of industriousness – spring cleaning. There are yards to be put in order and cottages to tidy up; tires to be changed and A/C to be installed.

We are always hard at work here at [Pronexus](#); with a [VBVoice™](#) service pack coming this spring and a new product release set for this fall, we are constantly working on ways to expand the features and

functionality of our flagship product. We are excited to share these updates with you soon!

Pronexus offers so much more to our customers compared to the VBVoice of 20 years ago; our relationship with Microsoft and our own talented developers have allowed us to keep pace with, and even anticipate, the direction of interactive voice response technology. Pronexus' VBVoice offers our customers the tools to build not just an IVR application, but a multi-modal communications platform, with IVR, text, email, and even [visual menu options for the smartphone](#) era.

As we continue to provide the most flexible and advanced communications platform toolkit on the market, we look forward to seeing how our customers will use it to create intelligent, multichannel communication solutions that provide end users with the best IVR experience on the planet.

Gary T. Hannah, CEO



News

## What We Are Talking About: Stay Tuned for Service Packs and New Version of IVRGuard



Our development team here at Pronexus has been working hard and is set to release a service pack for VBVoice 10 soon. Not only that, but they have been increasing the available hooks and configurable parameters of our IVR monitoring tool IVRGuard, and we will be announcing the launch date of the new version of IVRGuard soon. We're looking forward to sharing the details of these upcoming launches!

Notice

## Support for SQL Server 2005 has Ended

**As of April 12th, Extended Support for SQL Server 2005 is no longer offered by Microsoft.** [Click here](#) to find out how Microsoft wants to help you upgrade, with video and print resources, webinars, and more to help you learn about the WHY and the HOW of upgrading.

[More information](#)

The Microsoft logo is displayed in its characteristic bold, black, sans-serif font. The word "Microsoft" is written in a single line, with a registered trademark symbol (®) at the end.

Support

## For Tips, Tricks, and Trends, Check Out Our Blogs on VBVoice.com!

- To read about hosting your IVR application in the cloud, check out [Cloudy Days are Good Days: How Our Customers are Taking Advantage of Cloud Hosting](#)
- To read about trends in voice biometrics, check out [Your Voice. Uniquely You.](#)
- To read about some resources available on our website to help you solve common dev, check out [Don't Wait to Benefit from Pronexus Customer Support](#)
- To read about the quick progression and future of automated speech, check out [When Automated Speech Became Fancy](#)
- To read about how one large US manufacturer chose VBVoice when making the switch from analog to VOIP, check out ["Easy and Fun": Solving Problems the Best Way](#)



Offer

## Attention Pronexus Customers: Help Potential Customers Find You!

Have you stumbled across [Pronexus' Buy page](#)? This page allows businesses looking for IVR solutions to search our list of partners for an IVR solution that fits their business needs. Our website gets a lot of traffic from companies wanting to deploy an automated solution but aren't sure where to start and do not have the development resources to make it happen without a company like YOURS.

We want to help. At no charge, we can list your company on this page, helping to connect you with business that need your expertise. Just [contact us](#) and fill out a short questionnaire so that we can match your company to businesses searching for the solutions you offer!

[Contact us about your listing](#)

135 Michael Cowpland Drive, Ottawa, Ontario, Canada

[www.pronexus.com](http://www.pronexus.com) | [www.vbvoice.com](http://www.vbvoice.com)

Sales and Support: +1 (877) 766-3987

135 Michael Cowpland Drive  
Ottawa, Ontario K2M2E9  
Canada