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the Voice

Your Toolkit for Powerful IVR Solutions



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Message from the CEO

After a memorable fall here at Pronexus, I am motivated to reflect on our team's huge achievement of deploying [VBVoice 10 with VisualConnect™](#), the latest version of our flagship product. Finally, IVR developers are able to develop both voice channels and data channels simultaneously. No third-party mobile app developer is necessary; VisualConnect allows developers to create Visual IVRs that are accessible from any device that supports HTML 5.

Our developers and support staff are always hard at work to solve our customers' problems, sometimes even before the customer is aware of them. Solutions exist for problems such as how to offer a multi-channel, multi-device IVR built from one call flow, how to expand IVR service to support a greater audience, and how to avoid or solve call collisions, and Pronexus is pleased to provide those solutions to our customers. Keep reading to know more!



Merry Christmas and Happy Holidays,
Gary T. Hannah, CEO

Introducing VBVoice 10 now with VisualConnect



This fall, Pronexus changed the IVR game by releasing [VBVoice 10](#). The newest version of VBVoice comes with the patent pending* [VisualConnect](#), which enables dual-channel simultaneous developing. Our customers wanted a way to offer end users the option of using a traditional IVR or completing an IVR call in a visual format, providing the flexibility that end users crave today.

In developing a best-in-class IVR toolkit, our development team does the work so you don't have to; VBVoice 10 supports the simultaneous creation of voice and data call flows using the VBVoice controls and development environment our customers are familiar with, so that creating a visual IVR is as simple as creating a traditional one.

Check out the video below to see a webinar presentation demonstrating how VisualConnect makes data channel developing easy!

[Webinar: VBVoice 10 with VisualConnect](#)

This version of VBVoice also supports Mandarin and Cantonese, another feature our customers asked for. Companies hoping to expand their customer base, to explore new territories, or who already serve populations with a high percentage of Chinese users are now able to offer users an IVR that speaks to their customers in a language they know well. Greater comprehension and usability for end users fosters greater customer satisfaction and higher call containment within the IVR.

[Read More](#)

* US Patent Application No. 62/197,619.

Call Collisions – There is a Solution

Sometimes when we are speaking with our customers through our webinars, support, or



consulting services, our team of IVR experts are able to offer our solutions to common issues that arise in IVR developing. All IVRs, for example, can experience call collisions due to SIP stack delays, slow PBXs, and automation. Organizing and designating your channels a certain way can solve this problem! We have posted a short blog explaining our solution so that all of our customers can benefit from our expertise. At Pronexus, we want to offer our expertise to all developers encountering problems like this. Check out our blog on vbvoice.com for our tips and tricks of the trade!

[Read More](#)

Notice

Sunset on VBVoice 7.x

We are excited about the newest version of VBVoice! We would also like to remind our customers that the Support End Date for VBVoice 7 was October 6, 2015. If your IVR applications are running on VBVoice 7 or an earlier version, please consider upgrading to the newest version so that we can continue to offer you the support you may need!

Please see our [Sunset Policy](#) for more information.

Quote

Customer quote of the week

IT Architecture Manager of an Airport
Manufacturer

On the Product:

"Using VBVoice to develop a new system is easy and fun."

On our People:

"They are very good supporting people from sales to production support."

Do you know about

Microsoft Support Lifecycle

As of June 2015, the following list represents some of the Microsoft products reaching end of support in the next 6 months. Please check the list carefully so that your applications remain supported by Microsoft.

[Read the List](#)

135 Michael Cowpland Drive, Ottawa, Ontario, Canada

www.pronexus.com | sales@pronexus.com

Find us on [Facebook](#) | [LinkedIn](#) | [Twitter](#) | [Google+](#)

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