the Voice

Your Toolkit for Powerful IVR Solutions

PRONEXUS

MESSAGE FROM THE CEO

VBVoice 8 is released and in full swing, active in many of your applications already. A big thanks to our valued customers that helped with the beta test phase of our new product VBVoice 8. As you've likely already read, we have had wonderful accolades for our newest product — customers love the new icon based control panel, the

increased ability to scale the product, the stability and ease of use.

We are thrilled to see so many of you upgrading to VBVoice 8 so quickly. Thanks for your support and for the fantastic feedback you have provided to us.

If you haven't yet downloaded the new product, be sure to check it out as well as the support [how to video's](#) that make upgrading so easy.

Enjoy this summer newsletter, with video blogs, articles and more.

I hope that wherever you are, that business is great and you find time to enjoy the summer.

Gary Hannah
President and CEO

VBVOICE 8 LAUNCH - RECAP

Pronexus Sales Manager, Aamir Hasan, provides a recap 8 weeks after our most successful product launch ever. On May 15th we launched our new VBVoice 8 product, and thanks to our amazing customers, the launch has been a huge success.

VBVoice 8 is a dynamic new Interactive Voice Response (IVR) development toolkit that supports development in Windows® 8 and Windows® Server 2012 using the latest Microsoft® Visual Studio 2012.
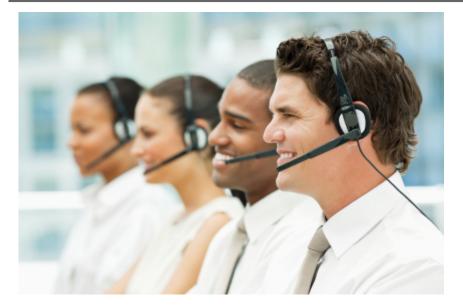
Howard Day and Associates Deploys New Atir-7 Voice IVR Applications using VBVoice 8

Ottawa, Ontario — July 9, 2013 —Pronexus is proud to announce that Howard, Day and Associates, Inc., a VBVoice developer, is actively deploying their new Atir-7 Voice Applications using VBVoice™ 8, the new IVR rapid application development toolkit released on May 15, 2013 by Pronexus. Howard, Day and Associates, Inc. is an OEM for IVR applications, and various government agencies rely on Howard Day products every day for critical interactive voice solutions.

Read more >

CASE STUDY - VBVOICE UPGRADE

One Hour Upgrade Saves Call Center IVR System

The call center company in question provides blended call center

systems to financial, telecommunications and retail customers. Their Interactive Voice platform used to provide their call center services is based on the award winning VBVoice rapid application development IVR toolkit. In 2012, the call centers customers with growing applications and end user capacity began to report instability in their IVR application after many years of a stable IVR environment. Since customers rely on their IVR for accomplishing critical business services every day, it is essential that the IVR is up and running 24 hours a day, seven days a week. Experiencing IVR downtime is not acceptable for the company, its customers or their end users. Pronexus to the rescue! By upgrading to a newer version of VBVoice, Pronexus was able to fix all of the call center company's IVR system issues, with a simple product upgrade.

Read more >

CUSTOMER PROFILE - VOCANTAS

See how our customer Vocantas has been addressing the needs of the Utility industry with their IVR solution Utilities OnCall™.

Watch the Video>

NEW ON THE BLOG

Sean White, Support Manager, has recently posted the blog: **Upgrade to VBVoice 8 in 10 Steps**. This is must read for any

developer about to embark on an upgrade to the lastest and greatest offering from Pronexus.

[Read it here >](#)

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