

# the Voice

Your Toolkit for Powerful IVR Solutions



## MESSAGE FROM THE CEO

As I write this Ottawa is experiencing beautiful summer weather. A nice change from the heatwave we experienced earlier this summer. However, the weather isn't the only thing making news this summer. Here at Pronexus, we are working hard to bring you better offerings and provide you with more power at your fingertips. In this edition of the Pronexus newsletter, we are announcing the redesign of our website, sharing a bit more news regarding the Sangoma-Dialogic acquisition along with some news regarding card support, and license moves.

Whether you're reading this while lounging at the lake house, the beach, or in an air conditioned office, we hope you're enjoying the somewhat lazy days of summer. We look forward to touching base in the fall as Pronexus celebrates its 24<sup>th</sup> anniversary.

Gary T. Hannah, CEO



## DISCOVER VBVOICE 10.2

*Take control of your IVR development and download VBVoice today!*

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## REDESIGN OF PRONEXUS.COM

Pronexus' commitment to providing easy-to-use information at your fingertips was the foundation of the redesign of the Pronexus website. Offering an updated layout and easy-to-read font, pronexus.com offers end users a more intuitive look and feel. Have a look at pronexus.com and let us know what you think.



## CHANGES TO DIALOGIC AND SANGOMA

As we reported in the [spring 2018 newsletter](#), [Sangoma Technologies Corporation](#) acquired all key assets of the converged communication division (CCD) from [Dialogic Corporation](#). The CCD division offers a full line of gateways and interface boards. We have a bit more news to share with you regarding this acquisition and support. Dialogic software will remain under Dialogic, but Dialogic hardware will now be under the Sangoma umbrella. Customers will be asked to purchase the corresponding support when purchasing products. If users require any support for the telephony cards, Sangoma will require users to purchase a card support plan for the cards.

The card support plan can be purchased from Pronexus at the time the card is purchased and the support is renewable every year. If a user experiences a problem with the card and has a card support plan, s/he will contact Pronexus support who will then work with Sangoma support and the end user to troubleshoot the issue.



## SELF-LICENSE MOVE TOOL FOR PREMIUM SUPPORT USERS

Pronexus is now offering premium support users the option of self-license moves. Previously, license moves were completed by Pronexus during regular business hours. With this new functionality, users have the option of completing unlimited license moves themselves. This is great news for users interested in doing after-hours maintenance, cutovers, data center moves and other tasks that require interactive voice response (IVR) downtime. Contact [sales@pronexus.com](mailto:sales@pronexus.com) to find out how you can take advantage of self-license moves.



## BLOG | LEASE OR BUY?

Ever wanted a Lexus, but couldn't dream of putting out the 60K? Is \$499 a month more your speed? Read how the interactive voice response (IVR) industry is shifting to adapt to customer needs.

[READ THE BLOG](#)

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