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# the Voice

Your Toolkit for Powerful IVR Solutions



Volume 26 | July 2017

## Message from the CEO

It's been a while since we shared with you what we're up to at Pronexus. Fortunately, that's because we've been busy! VBVoice 10.1 was released this January, making visual interactive voice response easier than ever to deploy alongside your VBVoice applications.

We've also been active in giving our developers plenty of resources via our developer hub, [VBVoice.com](#). Some of the blog topics we've covered recently include suggestions on [how to handle dropped calls](#), the benefits of offering users the [choice between voice and visual IVR](#), and [what we're excited about in VBVoice 10.1](#). We've started a new video series as well – details are below – and we are looking forward to hearing how our



customers leverage the wisdom in this new video series to develop better, more stable, and faster IVR applications.

One last thing – are you a customer of our Automatic Speech Recognition partner LumenVox? If so, we encourage you to check out LumenVox’s new licensing model. As of 2016, LumenVox’s licensing model has changed to allow support for multi-tenancy systems. If you are worried about how this may affect you, feel free to reach out to Support – we’re always happy to help clarify any questions you may have.

As always, we’re so glad you’ve chosen VBVoice as your source for all things IVR.

Enjoy the rest of your summer!

Gary T. Hannah, CEO

#### CUSTOMER QUOTE

“Pronexus team... Each of you worked seamlessly with me to get my new project built, licensed and operational and found customer solutions that worked at every opportunity. Your coordinated efforts and teamwork do not go unnoticed.”

#### Video Series

### ASK OUR EXPERTS VIDEO SERIES – WATCH VOL. ONE NOW!



Pronexus has introduced a new video series to our YouTube channel, [TheIVRtube](#). Expert IVR developers are sharing some of their best tips and tricks to help you develop sturdier, more efficient IVR applications. In our first video of the series, we demonstrate how developers can use delegates to access database information.

Stay tuned for the second video of the series – which will cover how our experts suggest you store

call information from multiple calls on multiple channels, for those situations when you need something a little more advanced than a channel or transfer variable.

Partner

## MEET OUR SMS PARTNER: SWIFT SMS GATEWAY

A powerful way to extend the user-friendliness and convenience of your IVR application is to introduce a visual option. Whether through allowing customers to text into your system or whether you deploy a visual solution such as VisualConnect, VBVoice's built-in product that allows you to develop voice and visual applications simultaneously, you will need an SMS partner to handle the smartphone connection.



We wanted to take this opportunity to introduce a partner we've been working with for a while. Swift SMS Gateway is Pronexus' recommended SMS partner – we love how easy it is to get started!

**Don't believe us?** Check out their Developers page to find out just how easy and fast you can start sending SMS messages using the [Swift SMS Gateway API](#).

News

## PRONEXUS CATCHES THE TRAVEL BUG

Earlier this year, our Sales Executive Aamir Hasan travelled to Washington to participate in a SpeechTEK panel discussion. The panel, entitled "Do-It-Yourself IVR", spoke to the opportunities to save time and money when organizations build their own interactive voice response solutions in-house. Organizations can have total creative control over the project and deploy on their timeline and budget. We love helping organizations get started – offering free trial licenses and 10



days of free support to make sure your project is on the right track from day one.

We were glad to have the opportunity to share with a roomful of people interested in exploring the possibilities of in-house IVR development.

Visit [www.speechtek.com](http://www.speechtek.com) to explore more of the sessions from SpeechTEK 2017!

## STAY CONNECTED



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