

the Voice

Your Toolkit for Powerful IVR Solutions



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MESSAGE FROM THE CEO



As the warm weather of midsummer hits, the staff here at Pronexus are gearing up for another exciting Fall. We are pleased to say that after 20 years, we are still revolutionizing what our developers can build with VBVoice™. This industry is an exciting one; constant change and constant innovation keep us on our toes, and our developers here at Pronexus are keeping pace with the winds of that change and innovation. To help you take advantage of one of our innovative new products, we are offering an [IVRGuard webinar](#) on July 29th. The webinar is a great opportunity to learn more about this [powerful IVR monitoring solution](#)- see below for more details.

Pronexus will soon be providing more innovative opportunities for IVR developers. Currently, our developers are working hard on a new offering that will redefine interactive voice response platforms. We set out to answer the question "How will Pronexus support IVR application developers who want to add visual components to their application?" and our answer is coming soon- stay tuned for a new version of VBVoice set to launch this fall!

Gary Hannah
President and CEO

SAFETY FIRST- PROTECT YOUR IVR APPLICATIONS WITH PRONEXUS' IVRGuard

IVRGuard



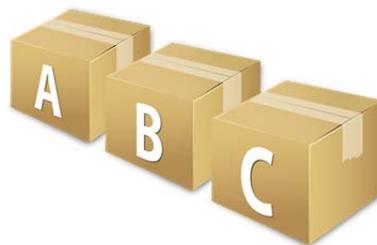
Don't hear about IVR issues and interruptions from your end users. For secure IVR applications, our development team at Pronexus has teamed up with

Heroix® to provide 24/7 IVR monitoring so that you will always be the first to know of any issues occurring within the application. [IVRGuard](#) sends automatic notifications when problems arise, allowing you to address the problem before the end user is affected. Register for our upcoming webinar to learn all the technical details!

REGISTER NOW

REMEMBER TO CHECK OUT PRONEXUS' SERVICE UPGRADE PACKAGES

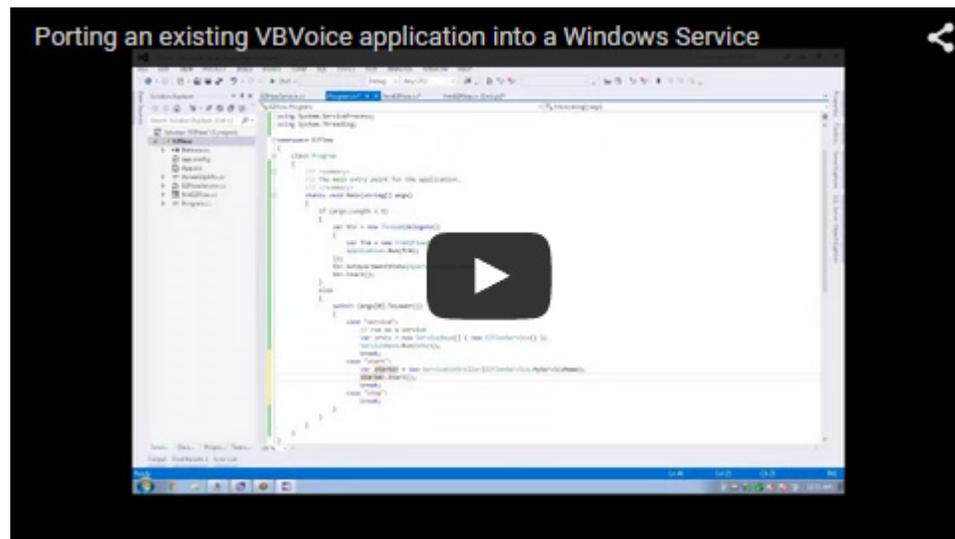
At Pronexus, we love engaging with customers. Building relationships with those using our solution can help us to improve our rapid application development toolkit even more. Last Fall, a longstanding customer expressed concern with upgrading to VBVoice 8.20- although the advantages to upgrading are clear, sometimes it can present a challenge, especially with customers running many live production applications.



We don't want a simple upgrade to become a burden, and we definitely want every customer to take advantage of our feature-rich new VBVoice versions. Our upgrade packages were developed to help our customers stay current and keep their IVR solutions future-proof. [Check out the great features of our upgrade packages](#), including application inventory, temporary licenses to facilitate QA, and one-on-one consulting. Whatever your needs are, we can help!

For more information regarding upgrades please contact [Pronexus Sales](#).

WATCH HOW TO PORT AN EXISTING VBVOICE APPLICATION INTO A WINDOWS SERVICE



Software Engineer, Fouad Jennawi, walks viewers through porting an existing VBVoice application into a windows service in an informative video on our YouTube channel, IVRTube. The video is ideal for developers who are building the following kinds of applications;

- Applications that need to run automatically at startup.
- Applications running on unattended servers.
- Applications being turned into a service late in the development process, or applications that were originally developed from a VBVoice shipped example.

The video is also useful for developers who want to run the application in both desktop and web service modes, as debugging a desktop application is easier than debugging a web service.

[Watch the video.](#)

Still have questions? [Email us](#) and we'd be happy to help.

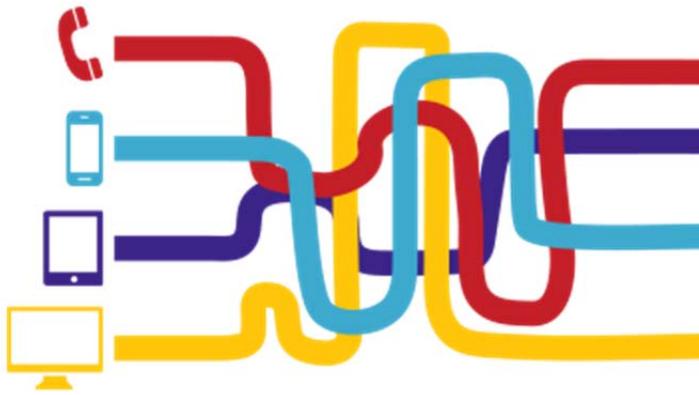
INCREASE PROJECT FUNCTIONALITY WITH C# EXTENSION METHODS



Another technical question was raised recently by one of our customers concerned programming extension methods using the C# programming language. Our Senior Software Engineer, Fouad Jennawi, shares some tips on when and where to use extension methods to increase the functionality to third party components. [Check out this article](#) to learn about some practical ways you can easily increase project functionality. The

article also illustrates how to make these extension methods reusable so that you can use the same method in future projects.

OMNI-CHANNEL DEVELOPMENT: WHAT'S THE STORY?



The new buzzword in customer service is omni-channel communication, and Pronexus wants to be a part of that discussion! [Check out our blog post](#) about what this new buzzword means for IVR developers and their customers. We will be sharing more specific details about our unique approach to multi-channel developing this month- stay tuned!

PRONEXUS TRAINING PROGRAMS COMING SOON

The past webinars got us thinking- is there a way to provide standardized training to VBVoice users to maximize customer knowledge and efficient development? We want to support and facilitate VBVoice expertise, and to that end, we will be designing Pronexus training programs to help our customers become experts faster and easier. We want to bring our tips, tricks and best practices to YOU! Interested in taking advantage of Pronexus training? Email us at sales@pronexus.com.



END OF SUPPORT HAS COME FOR WINDOWS SERVER 2003

July 14, 2015 is the end date for Windows Server 2003 support. If your applications are still running on Windows Server 2003, we recommend you upgrade- don't risk the integrity of your applications! Protect your applications by migrating your web applications to Microsoft Azure SQL Database. Check out the Windows Server 2003 end of support Partner Page for more details, or [contact us](#) for more information.

As always, we welcome your comments and suggestions - why not drop us an e-mail or call us at +1 (613) 271 8989. The other old-fashioned way to reach us: Pronexus Inc., 135 Michael Cowpland Drive, Suite 120, Ottawa, ON, K2M 2E9

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