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the Voice

Your Toolkit for Powerful IVR Solutions



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MESSAGE FROM THE CEO



Sunshine and warm days are late in arriving this spring at Pronexus headquarters in Ottawa, Canada. This edition of The Voice examines the recent acquisition of Dialogic by Sangoma, a Lumenvox pricing update and the [VBVoice 10.2](#) release.

One of Pronexus' goals is to provide customers with the tools to make IVR deployment streamlined with helpful tips on [vbvoice.com](#). There you'll find videos, blog articles, update information and a developer community.

As the cool days switch to warmer weather the Pronexus team will be working to bring you, the customer, new releases. We invite customers to share their wishlists with us by dropping [Aamir Hasan](#) a line.

And finally, we didn't attend [SpeechTEK](#), but we're encouraged by the resurgence of speech technology and interested in the implications for clients. The theme of this year's conference was Connecting with Customers. The various speech technologies help customers search, query, interact and perform transactions easily and effectively. The ramifications of customers using intelligent assistants is examined in one of our [blog posts](#). Check it out as we'd love to know what you think.

Gary T. Hannah, CEO

Acquisition Announcement

SANGOMA ACQUIRES DIALOGIC

Pronexus recently learned that [Sangoma Technologies Corporation](#) is acquiring all key assets of the converged communication division (CCD) from [Dialogic Corporation](#). Dialogic, one of the industry's pioneers and respected brands, offers a full line of gateways and interface boards. Dialogic will continue to focus and sell the software licenses. Sangoma plans to add the CCD product lines as an integral part of their portfolio over the coming year. Here at Pronexus we are working with customers to keep them posted as we find out more. It continues to be business as usual and we plan to work with Dialogic to direct your specific inquiries. Currently, pricing remains the same.



LUMENVOX 16 IS NOW AVAILABLE



LumenVox 16, the speech recognition software that integrates with Pronexus' text-to-speech functionality, was released in February. Based on the ever changing technology landscape and development, LumenVox is updating its pricing strategy for licenses. Most clients will see a price increase effective July 1, 2018. Pronexus is in close contact with LumenVox to discuss the price increase and the impact it'll have on our clients. For more information reach out to [Aamir Hasan](#).

IVR Developers

VBVOICE 10.2: QUICKER AND MORE INTUITIVE

Pronexus launched [VBVoice 10.2](#) in January, offering developers a fresh look and feel designed to facilitate rapid IVR development. Upgraded features will optimize your IVR applications for deployment in cloud environments and offer developers greater control and visibility into their application's progression. The new look of VBVoice is designed to complement Microsoft Windows 10, uses the Visual Studio library of icons, as well as an updated color palette, to link types of controls - assisting developers to analyze their callflow at a glance. The other features included in this release were largely requested by Pronexus' customers. These features include centralized diagnostic logging, MRCP redundancy, dial control improvements, support for High Availability and text serialization of controls' properties to allow developers to employ version control in a more effective way.



STAY CONNECTED



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