

## Pronexus VBVoice a Natural Choice for CenturiSoft's Unified Communications Solution

*Centuri Messenger is a leading unified communications (UC) system for the medium-sized business, enterprise customer, utilities and government verticals that takes advantage of Pronexus VBVoice™ Interactive Voice Response (IVR) technology. "We use the VBVoice toolkit to the fullest," said CenturiSoft CEO John Pope, a long-time VBVoice customer.*

### Problem

Back in 2000, Mr. Pope was looking for a tool to help him integrate fax and advanced voice functionality into his application. Key criteria for the tool included support for common programming languages as well as for Microsoft operating systems. VBVoice was a natural choice for Mr. Pope because he was familiar with its features from a previous company.

### Solution

Centuri Messenger allows using existing email applications and picking up email, fax and voice from the privacy and security of one's email account. Optional features include on-demand conferencing, follow-me/find-me call screening as well as a Voice over IP (VoIP) enabling IP-to-PSTN and IP-to-IP calls. VBVoice provides the framework that delivers faxing, conferencing and tap recording for Centuri Messenger.

CenturiSoft also sees the benefit of working with a Gold Certified Microsoft Partner because it helps the company meet proposal qualification requirements. "CenturiSoft has been using VBVoice for years now because it offers a standards-based programming API and cost advantages that rival proprietary development tools can't match," summed up Mr. Pope. "VBVoice is very flexible which makes our work easier and our solution more adaptable to customer needs."

### Benefits

Pronexus' standards-based approach first attracted Mr. Pope to VBVoice. VBVoice's graphical interface combined with support for VB6, C# and VB.NET make for faster and trouble-free application development. Support for latest Microsoft operating systems was another must.



Headquartered in Coto De Caza, California, CenturiSoft specializes in unified communications systems for medium-sized businesses, enterprise customers, call centers, utilities and government sectors.

[www.centurisoft.com](http://www.centurisoft.com)



Established in 1994, Pronexus specializes in telephony, speech and database integration technologies. Our flagship product VBVoice IVR software enables developing feature-rich inbound and outbound IVR solutions that improve customer service and streamline internal processes. Thousands of companies all over the world use VBVoice in applications varying from auto-attendants to automated payments, fax applications, notifications, polls and surveys. Part of our business model is to provide customers flexibility to choose between developing an IVR application in house, leveraging Pronexus' Professional Services or buying a turn-key IVR application from one of our partners who have integrated VBVoice into their solutions.