

Nuance Nspire Customer Loyalty Program



Nuance Nspire Customer Loyalty Program

Participate

Every great experience starts with a conversation.

The best way to participate in the Nspire Customer Loyalty Program is to share your journey. Speak at or attend relevant industry events to promote your innovation and success with Nuance solutions, locally and worldwide. Join a meeting with a new Nuance customer. Allow us to build a case study about how your company created more natural, seamless customer experiences. Or simply build positive brand recognition by allowing us to reference your company's name and logo as we tell the Nuance story.



It's your choice when and how you participate

We will work with you to develop an ongoing plan of activities, or share individual opportunities – aligning with your priorities, your schedule, and your corporate policies as well.

<p>Reference call or site visit</p> <p>Join a reference call, host a visit, or participate in an on-site visit with Nuance customers or prospects to share your insights.</p>	<p>Media and industry analyst campaigns</p> <p>Participate in a press release, media and analyst interviews, press conferences, and more.</p>	<p>Industry awards</p> <p>Allow Nuance to submit your company for a variety of industry awards that will shine light on your leadership, innovation, and contribution to your industry.</p>
<p>Speak at an event</p> <p>Deliver a presentation about your Nuance solution implementation at a Nuance-sponsored or industry event.</p>	<p>RFP inclusion</p> <p>Allow Nuance to include your company as a reference in an RFP.</p>	<p>Quotations</p> <p>Provide quotations for Nuance's website, presentation materials, press releases, or other public-facing materials.</p>
<p>Case study or video testimonials</p> <p>Allow us to develop an in-depth case study to share publicly, touting the success of your journey, or work with Nuance to develop a video testimonial for public sharing.</p>	<p>Webinars</p> <p>Collaborate with Nuance and various industry analysts or third-party experts on topical Webinars.</p>	<p>Summary slides</p> <p>Allow Nuance to showcase your success in a slide that can be shared with other organizations.</p>
<p>Public mentions</p> <p>Allow Nuance to publicly identify your company as a Nuance customer by name and with your logo.</p>	<p>Blog posts</p> <p>Become a regular contributor to What's Next, Nuance's blog, or submit single posts that align with your communications strategy.</p>	<p>Earnings releases and investor calls</p> <p>Participate in conversations with investors, or allow your company name to be included in Nuance's Earnings releases.</p>

Experience and learn

Nuance recognizes and rewards Nspire members for their active participation, and for allowing us to use their company's name and logo as part of our reference program. Points are awarded based upon specific activities and level of engagement.

New opportunities to see, learn and do more

Every time you participate in an activity, you earn Nspire points, which can be redeemed for travel to networking events, learning opportunities for you and your team, valuable business consulting services and more.

Redeeming points

Please contact your Nuance account manager or email nspire@nuance.com to determine point values for specific activities and redemption opportunities.

Who is an Nspire member today?

Join the growing community of Nspire members

		
		
		
		
		
		

You can use your Nspire points for things like:

- **Nuance-sponsored events**
Let us arrange travel and accommodation while you attend a Nuance-sponsored educational and networking event.
- **Business Consulting Services**
Get premier access to in-depth working sessions with our Business Consulting team to identify how Nuance can help your business.
- **Nuance University**
Provide employees with access to online training through Nuance University.
- **Give back**
Let us donate on your behalf to select charities, all top rated by CharityWatch.

Enroll today

Ready to become part of the Nspire program?

If you're ready to enroll—or just want to find out more about engaging, redeeming points or becoming part of the Nspire Community, [click here](#), or speak with your account manager.

Questions and answers

What is the Nspire Customer Loyalty Program?

The Nspire Customer Loyalty Program is a rewarding way for you to share, promote and be recognized for your innovative customer service solutions.

How does it work?

By enrolling in the program, your company earns points for sharing information about your innovative work and achievements with Nuance solutions. These points can be redeemed for learning, training and networking opportunities with Nuance and other Nspire members.

How do I enroll?

To enroll, you can simply [visit](#) and complete the enrollment form or talk with your Nuance account manager. You will be asked to provide your company's name, contact information, and a few pieces of additional information. When you enroll, you'll automatically receive points by agreeing to let Nuance share that your company is a Nuance customer.

How can I participate?

We will contact you to discuss your opportunities to earn program points. Together we'll build a plan to help promote your brand in a way that's convenient—and rewarding—for you and your team.

“Nspire gave us a great opportunity to present our latest customer service platform to the industry – we loved the exposure and the chance to share what we’ve learned.”

Andrei Calin, ING Romania



How do I earn and accrue points?

Nuance will award points as activities are completed. With each new activity, more points will accrue. We'll provide regular updates letting you know how many total points your company has available to redeem. To submit a request for points, please email nspire@nuance.com.

What type of activities can I take part in to earn points?

Members earn points for completing various activities, outlined below. These activities need to be coordinated by Nuance and officially reported to the Nspire program to be eligible.

Activity	Points
Video Testimonial Participation	1000
Participate in a Press Release	1000
Participate in a Webinar	1000
Case Study Participation	800
Speak at an Industry Event	800
Speak at a Nuance Event	800
Participating in Customer Advisory Board	800
Participate in a Blog	600
Site Visit Participation	500
Participate in Media Engagement	500
Speak with an Industry Analyst	500
Award Submission	500
Participate in an investor call	500
Company Logo Participation	350
Provide Quote for external use	350
Commit to sharing data in a PPT slide	350
Reference Call Participation	175
Agree to be named in speaker nominations	175
Be listed on an RFP	175
Participate in earnings releases	175

Redeeming points

What can I get with my Nspire points?

Members can redeem their Nspire points for the rewards outlined below, or work with Nuance to develop rewards for your company's participation. The number of points required for each of these rewards will be determined at the time of the request, based on the current actual value of the specific request. One point will equal one unit of local currency (USD, CAD, GBP, Euro, or AUD). Nuance will confirm the exact number of points required for your specific reward redemptions.

Rewards

Hotel or Travel Costs related to Nuance events.

In exchange for sharing your success story, let Nuance arrange your travel and accommodation to attend educational and networking events sponsored by Nuance, such as regional seminars or our Customer Experience Summit.

Assessment of your current multi-channel customer care delivery strategy.

Workshop-based engagement with our Business Consulting team to assess your delivery strategy relative to leading organizations (both within your vertical and across verticals), focused on identifying areas of opportunity with a focus on digital transformation.

Enroll employees in Nuance University training.

Use your points to get your employees up to speed with the latest Nuance applications through convenient online and on-demand training.

Incent and reward your employee project teams.

Offer awards to incent and congratulate your employees for their successful customer service projects, including plaques or team outings and events.

Make a charitable contribution.

Let Nuance donate to select charities, all top-rated by CharityWatch, including Save the Children (www.savethechildren.org) and Habitat for Humanity International (www.habitat.org).

How can I find out how many total points I have available?

We will regularly notify you of how many points your company has accrued. If you need an update at any time, please email nspire@nuance.com and we'll let you know.

How do I convert my points to benefits?

When you're ready to convert your points, simply email your account manager or nspire@nuance.com to let us know what benefit you've selected, and we'll work with you to fulfill your request.

Do the points expire?

Yes, points expire. But we want you to use them, and we provide a window to redeem your points. For any activity, the points expire on December 31st of the first full year after that activity is completed.

– For example, for activities completed on March 20, 2018, the points would expire on December 31, 2019.

Will you warn me if my points are about to expire?

Yes, we will remind you when you are approaching the date when points will expire. At the end of each year, points acquired in the previous year will expire. For example, on December 31, 2019, all points earned in 2018 will expire. We'll remind you in advance so that you have an opportunity to redeem your points.

Can someone else in my company use my points?

Yes, all points belong to the participating company, not an individual person. Any activities completed by an individual accrue to the company and can be redeemed by any company employee. Your Nspire coordinator will confirm an employee's eligibility to redeem points, and we will work with you to make any necessary arrangements.

Can I still use my points if I leave my company?

No, you may not redeem points if you leave the company.

How should my company account for receipt of these rewards?

These rewards are being provided to your company in exchange for your company's services of sharing information about your customer service solutions. It is at your company's discretion to determine how to account for this exchange of benefits

Join the Nspire community

Contact nspire@nuance.com to learn more about the Nuance Nspire program.

**About Nuance Communications, Inc.**

Nuance Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.