

Nspire™: Frequently Asked Questions

Designed to help organizations across industries and disciplines exchange ideas and experiences, the Nspire program is a place where members can share best practices, learn from industry leaders — and be rewarded for inspiring others with their success. Here you can find answers to many Frequently Asked Questions about the program.

Enrollment & engagement

What is Nspire?

The Nspire Customer Recognition 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 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, simply visit www.nuance.com/go/nspire and complete the enrollment form. You will need to provide your company's name, your contact information, and agree to the program's **Terms and Conditions**. 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?

An Nspire coordinator 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.

Earning Points

How do I earn and accrue points?

Nspire coordinators will award points as sharing 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. For more information, please see the **Terms and Conditions**.

To submit a request for points, please email us at 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
Participate in 30-minute reference call with Nuance customers/prospects.	175 points
Host Nuance customers/prospects for a site visit to share Nuance solutions and tour your call center.	350 points
Share your Nuance solutions, business results, and your endorsement of Nuance through prepared reference tools, distributed only directly to other companies.	350 points

Distribution methods may include (but are not limited to) e-mail, live meetings, or on a password protected web site. Reference tools include a brief summary (~200 words), a single slide with supporting speaker notes, and a recorded testimonial.

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Activity	Points
Allow Nuance to publicly identify your company as customer by name and display of logo. Public mentions may be in (but are not limited to) shareholder materials, analyst and media interviews, Nuance presentations at conferences and seminars, Nuance web sites, and marketing and sales collateral.	350 points
Provide a quote for written press or Nuance solution materials.	350 points per article
Participate in media or analyst interviews.	450 points per interview
Allow Nuance to publicly identify company as customer by name and display of logo. Also, publicly share the company's solution and business results in prepared reference tools. These tools may include a press release, testimonial quote, brief summary (~200 words), and slides with supporting speaker notes. Public distribution of solution/results information may be through (but not limited to) shareholder materials, analyst and media interviews, Nuance presentations at conferences and seminars, Nuance web sites, and marketing and sales collateral.	800 points
Submit application to speak at third-party event/conference about Nuance solutions and deliver presentation if selected.	800 points per event
Deliver a presentation at a Nuance event.	800 points per event
Work with Nuance to develop in-depth case study to share publicly, including posting on Nuance web site or on third-party web sites for promotional campaigns. Case study will be written with optional embedded media.	
Record a testimonial (audio/video) for public sharing including posting on Nuance web site, posting on third-party web sites for promotional campaigns, or linking to in promotional materials.	800 points per event
Work with Nuance to develop a video case study for public sharing, such as (but not limited to) on Nuance's web sites, third-party web sites, and linked to in promotional materials.	1000 points

Every time you participate in the Nspire Community, you earn points that can be redeemed for rewards and benefits.

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 benefits 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 (America Dollar, Canadian Dollar, Euro, or Australian Dollar). The estimated number of points for each of these rewards is listed below as guidelines, but an Nspire coordinator will confirm the exact number of points required for your specific requests.

Reward

Attend a Nuance event.

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.

Get Nuance Business Consulting services.

Get premier access to in-depth working sessions with our Business Consulting team to identify how Nuance can help your business.

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 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 of one to two years 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, 2015, the points would expire on December 31, 2016.

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, 2015, all points earned in 2014 will expire. We'll remind you in advance so you have an opportunity to redeem your points.

Members can redeem Nspire points to attend events or reward their team. Or you can work with Nuance to develop custom rewards for your participation.

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

About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.
