LumenVox Certified Speech Partner Program

Interested in becoming a LumenVox Certified Speech Partner? Enjoy the added benefits that becoming a Certified Partner provides you; preferred choice for leads and events and comprehensive selling tools, just to name a few.

Program Objectives:

All benefits and activites of the LumenVox Certified Speech Partner Program are in support of these objectives.

▶ Promote and Market Partner Solutions.

▶ Test and Verify Speech Applications.

▶ Help Partners Sell LumenVox Speech Recognition Software.

Sales Benefits:

1   Pre-qualified leads.

2   Sales consultant on calls to help you sell speech recognition.

3   Joint webinars to your customers.

4   Training for your sales team (via webinar or in person as available).

Marketing Benefits:

1   First choice for events where LumenVox has a Partner Booth.

2   Web site presence - unique web page created just for you with your company information, logo and link to your Web site.

3   Joint direct mail opportunities.

4   Public Relations support/joint press releases.

5   Case Study write-up and placement.

Technical Benefits:

1   First Choice for beta programs.

2   Assigned Technician - 10 hours of certification testing included.

3   Support Packages and Product Discounts Available, please call for special Partner pricing.

4   A logo and certificate is awarded to each Compliant Application attesting to the fact that the Compliant Application has passed the LumenVox Certified Application Test.

Program Benefit Overview

Benefit	General Partner	Certified Speech Partner
Assigned Sales Consultant	✔	✔
First Choice for Pre-qualified Leads		✔
Joint Sales Webinars		✔
Sales Team Training		✔
First Choice for Events/Partner Booth		✔
Web Site Listing	✔	✔
Joint Direct Mail Opportunities		✔
Joint Press Releases and Case Studies	✔	✔
First Choice for Beta Programs		✔
Assigned Technician - 10 hours of Certification Testing		✔
Discounted Support Packages		✔
Certified Logo and Certificate		✔
Product Discounts		✔

Partner Requirements:

1. Must complete one full-day of training.
2. Must pass the LumenVox Certified Application Test (see details.)
3. Sign Partner Agreements and pay program fee ($1500 program fee).
4. Put LumenVox logo and link to LumenVox site on your Web site prominently with the following text:

   [your Company Name] uses the LumenVox Speech Engine
   as a preferred technology for building speech solutions.

5. Must give monthly report of lead referral activity.
6. Case Study and press release participation.
7. Must have created an application using the LumenVox Speech Engine.
8. Must purchase an SDK.

LumenVox
Certified Speech
Application Test

In order to be certified by LumenVox and take advantage of the Certified Program Benefits, your application must pass the LumenVox Certified Application Test. Your application will be tested by our Certification Technicians in the following areas:

General:

1. Error handling.
2. Application Logging.
3. Testing and Tuning Process in place.

The Caller:

1. Does the application clearly address who the caller is?
2. Will the caller understand the particular industry "jargon"?
3. Is this application appropriate for the target caller?
4. If the callers are all from a specific region, does the application cater to that region?
5. Will the callers understand the language in the spoken prompts?

Prompts and Dialogs:

1. Are the prompts clear and concise questions?
2. Does the application verify high importance/low confidence responses?
3. Is the callers "mind-set" well maintained throughout the entire call with good prompts?
4. Does the call flow make sense and make use of speech effectively (not a lot of "press or say" prompts)?
5. Does the application provide easy access to application/agent assistance?
6. Is the initial greeting appealing?
7. Is the application end appropriately?
8. Is the application as efficient as possible and does not keep the caller "in the system" for longer than they need to be?
9. Is back-end data used to ensure a smooth caller transition?
10. Is slang used at all in the prompts?
11. Error handling - how does the application handle improper entries from a caller.

Standards of Conduct

The following Professional Standards of Conduct shall apply for Partners and are to be considered material obligations unless explicitly stated otherwise in the Partnership Agreement.

1   Partner will use LumenVox's logo, Partner program phrasing, and other trademarks only under the terms of this agreement, and in a style and format subject to LumenVox's approval.

2   Partner will not disparage or make adverse comments about LumenVox to any customer, potential customer, distributor, or partner; nor in any written article, marketing material, public speech or announcement.

3   The partnership is non-exclusive, and Partner shall not refer to relationship with LumenVox as "preferred" or "exclusive", or imply that such exclusivity exists.

4   All announcements, press releases, co-marketing efforts, and articles relating to the Partnership with LumenVox are subject to mutual advance approval.

5   Partner must respect all LumenVox confidential information, copyrights, trade secrets, and other intellectual property.

6   If Partner is customer of LumenVox products or services, Partner must maintain their contracts and accounts in good standing.

7   The products or services must be of high quality, and reflect positively on LumenVox.

If, in LumenVox's sole opinion, Partner is violating the terms specified in the Standards of Conduct, or fails to meet the other Partnership Requirements, LumenVox may notify Partner in writing, giving the Partner 30 days to rectify the problems. If such problems are not solved to LumenVox's satisfaction in that time, or if there are repeated violations, LumenVox reserves the right to terminate the Partner Agreement.

LumenVox®
Certified Speech Partner Program

LumenVox®
Speech Understood

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