

# Customer Experience Improvement Program

Starting from version 8.5, iSpring users can join the Customer Experience Improvement Program (CEIP). The CEIP is the ability for all iSpring users to contribute to the design and development of the products. It has been developed by our experts to find out how you use your iSpring product. The collected usage information helps us to improve iSpring product quality, and provide more compelling features and better usability.

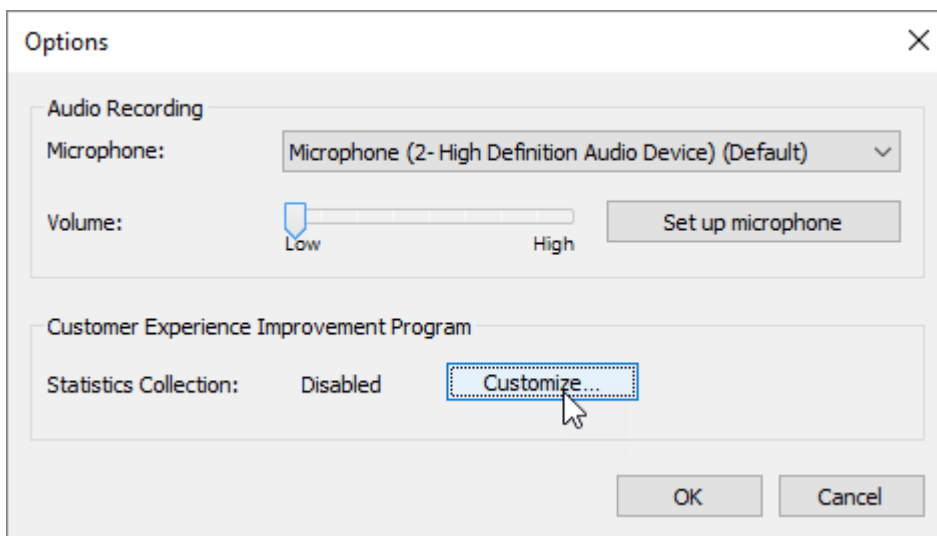
You can start or stop participating at any time. Participation is absolutely voluntary and anonymous. We do not collect or share your personal information.

- [How do I participate?](#)
- [How does it work?](#)
- [What information is collected?](#)
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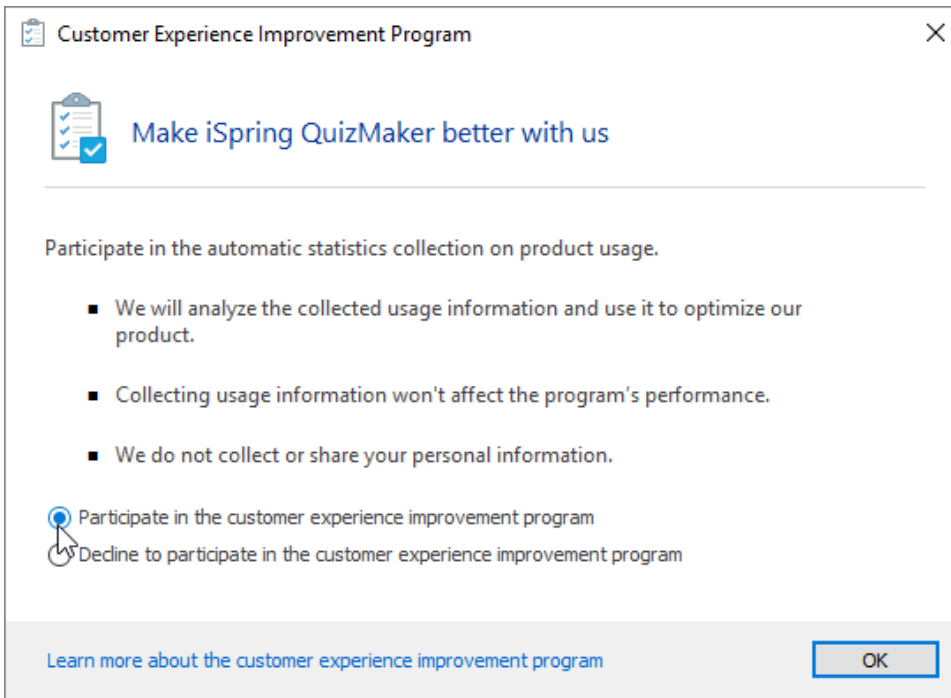
## How do I participate?

To join the Customer Experience Improvement Program:

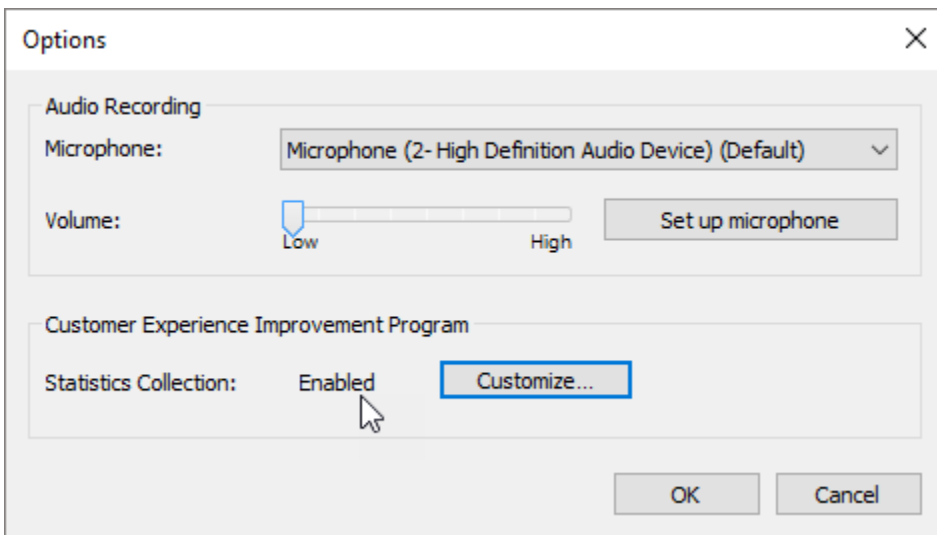
1. Open your iSpring product.
2. Click **Options** on the iSpring Suite toolbar. If you use QuizMaker, TalkMaster or Cam, click **Options** in the application menu.
3. Under Customer Experience Improvement Program, click **Customize** to enable statistics collection.



4. Select the option **Participate in the customer experience improvement program** and click OK.



5. When you return to the Options, you will see that statistics collection has been enabled.



## How does it work?

After you join the program, the iSpring product will start collecting information about your interaction with the program. From time to time, the collected info will be sent to the iSpring product development team. Analyzing usage patterns will help us optimize iSpring products.

You are not required to do anything to send the information to iSpring. Neither the program nor your computer's performance will be affected. If you are offline, the information will be sent when you get connected to the internet. Sending usage reports has minimal impact on your Internet connection.

## What information is collected?

We collect non-personal information related to the interaction with the iSpring product:

- System Information, such as operating system, display resolution and more.
- PowerPoint version.
- iSpring product feature usage (publishing, narration editor, audio and video recording, etc.)

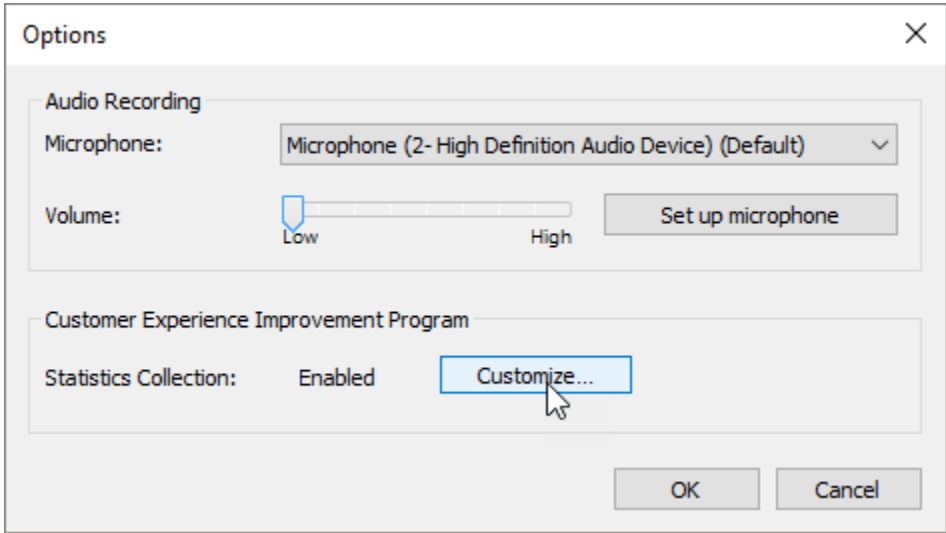
## Will I receive spam if I participate?

Participants will not receive any email or newsletters from iSpring related to the Customer Experience Improvement Program. We do not collect any personal information that can be used to market something to you or contact you.

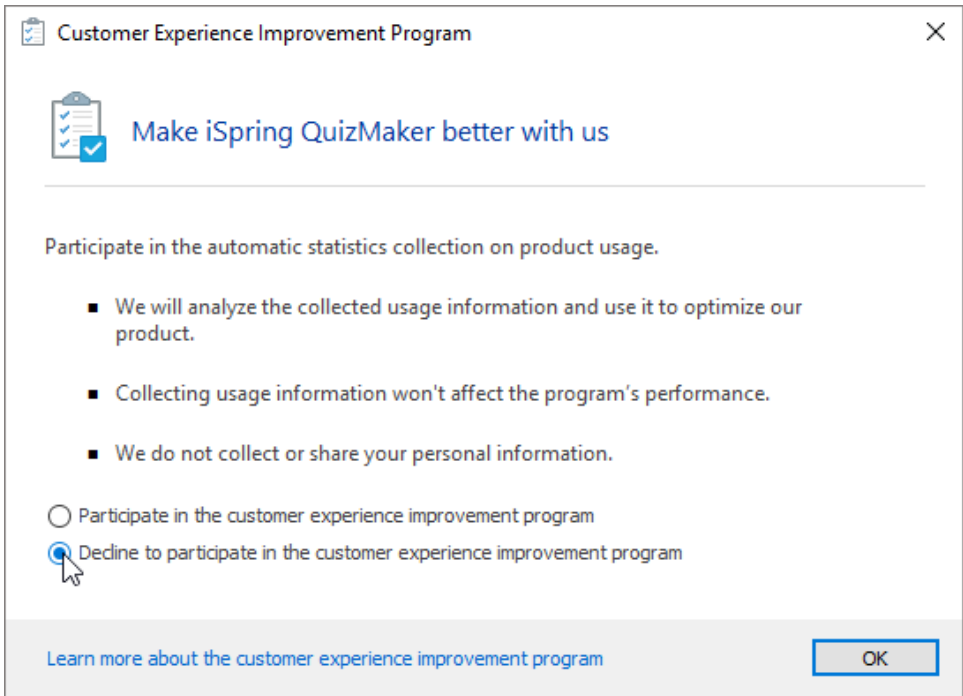
## How do I stop participating in the program?

To stop participating in the program:

1. Open your iSpring product.
2. Click **Options** on the toolbar. If you use QuizMaker, TalkMaster and Cam, click **Options** in the application menu.
3. Under Customer Experience Improvement Program, click **Customize**.



4. Choose **Decline to participate in the customer experience improvement program** and click OK.



5. When you return to the Options, you will see that statistics collection has been disabled.

