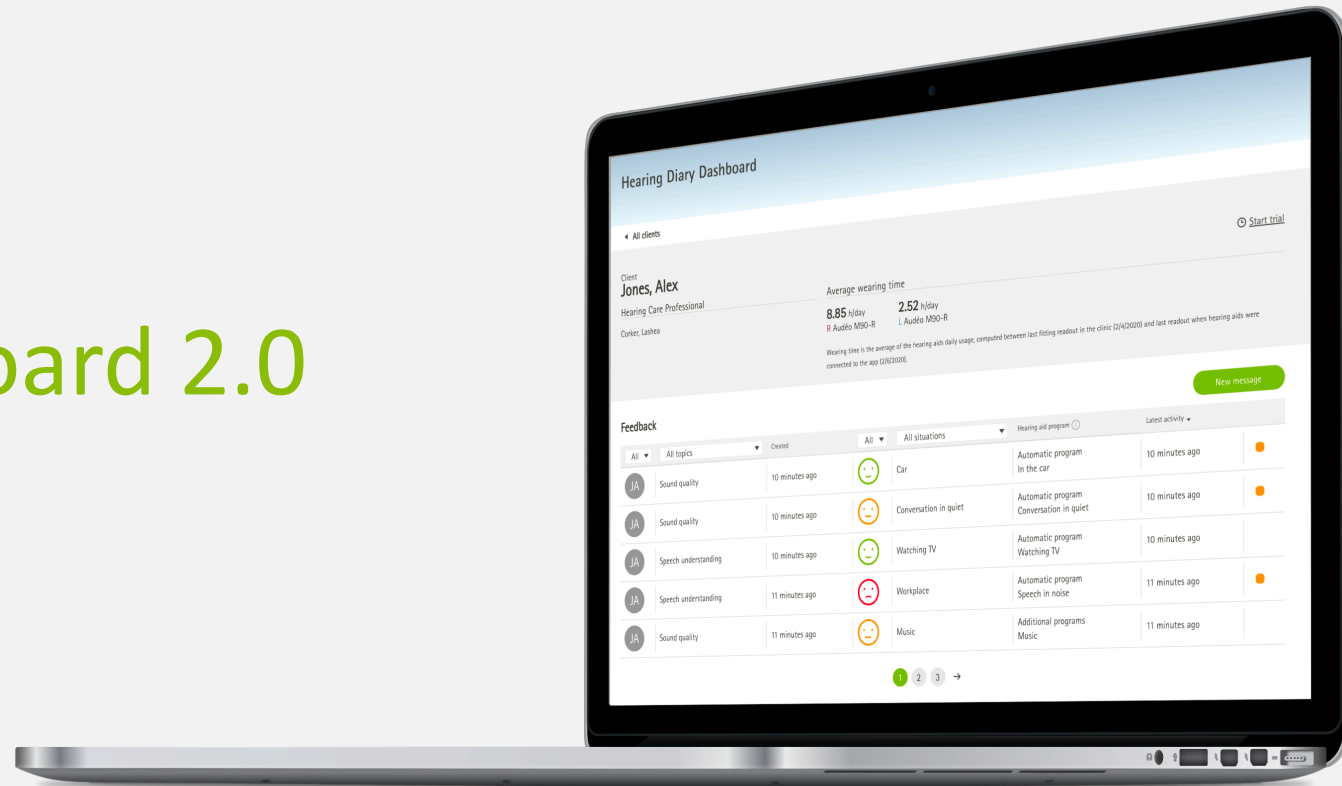


Phonak Client Dashboard 2.0

User Guide



A Sonova brand

PHONAK
life is on

Phonak Hearing Diary - Dashboard

Summary

- **Need** Immediate Support
- **Implementation** Client Management System
- **Benefit** Share experience

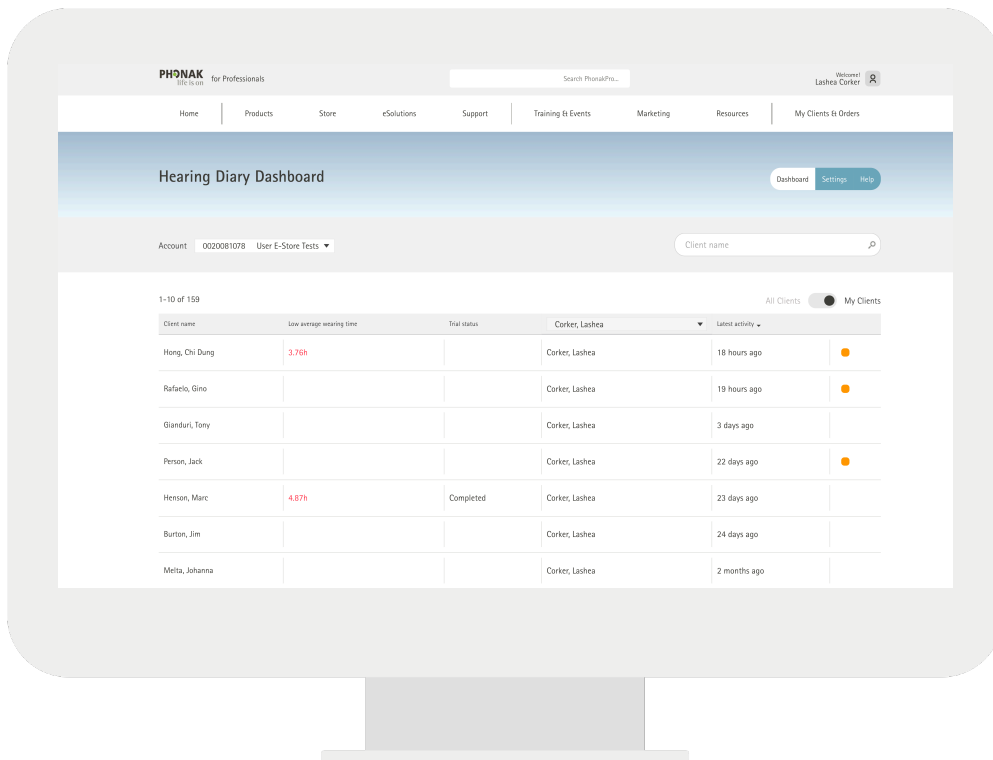
Requirement

- Access: PhonakPro ID
- Invitation management for clients



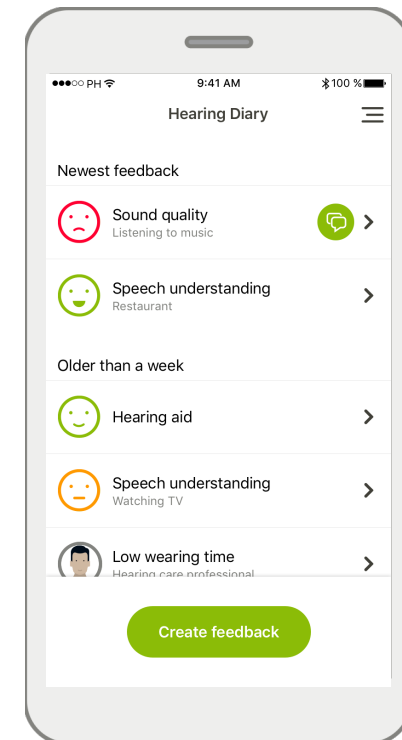
Quick guide

HCP Interface



Direct Interaction

Client Interface

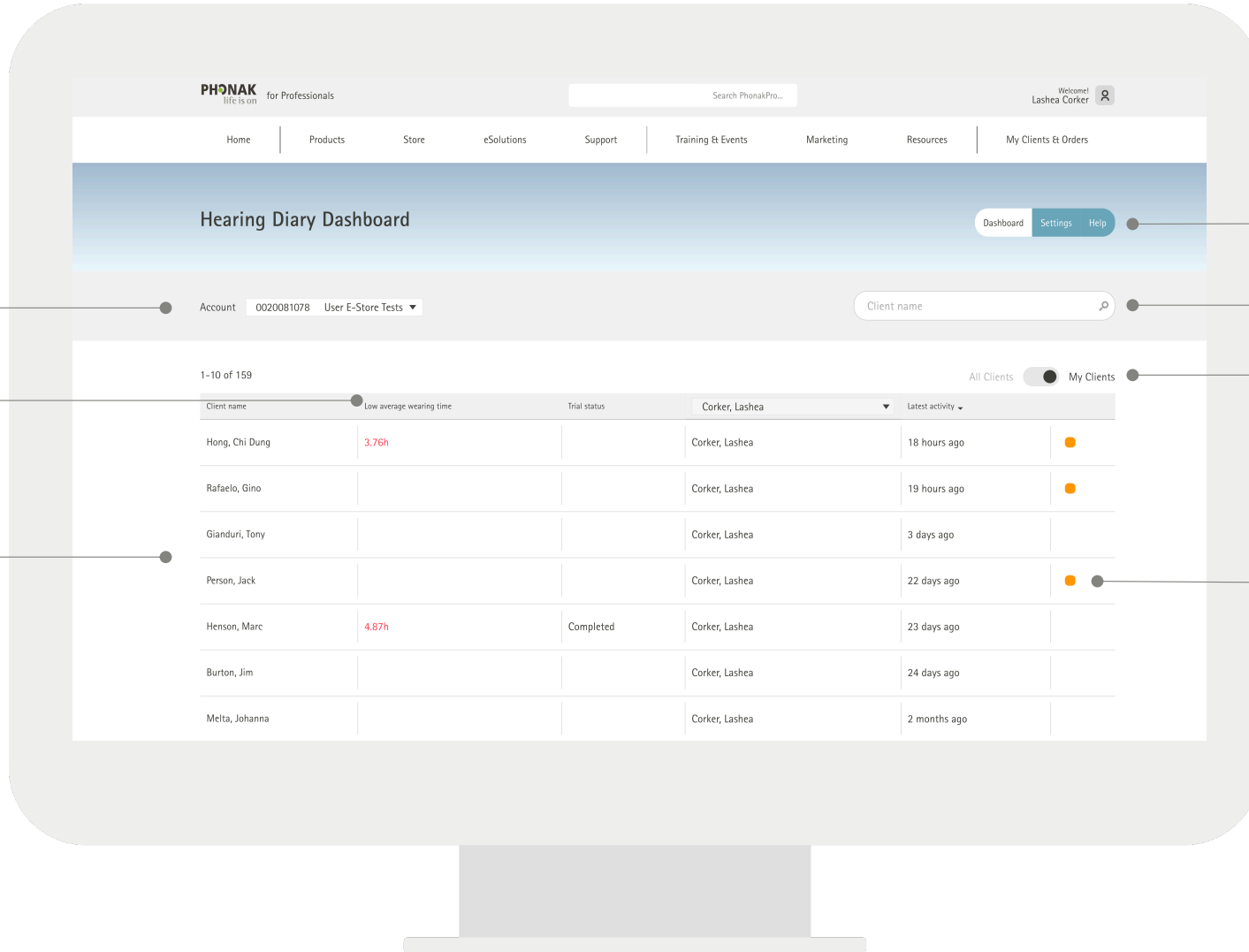


Dashboard Overview

Switch between clinics

Account: 0020081078 User E-Store Tests ▾

- 0020066107 Phonak Test Customer
- 0020066108 PHONAK TEST SHIP TO
- 0020081078 User E-Store Tests



Low average wearing time alert

Client list of the selected clinic

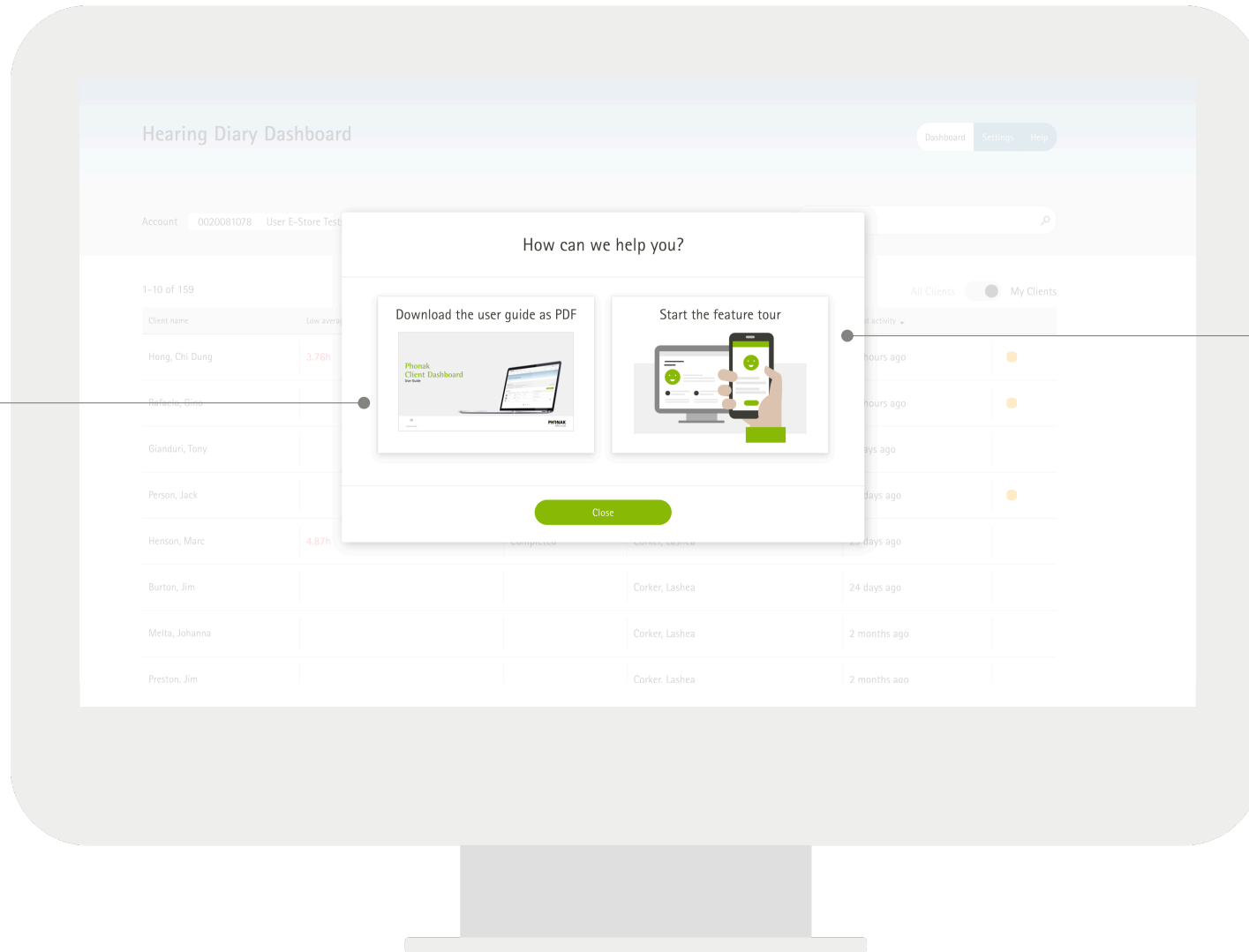
Dashboard/Settings/Help View

EndUser Search functionality

Switch between all clients or only clients who are assigned to me

Unread feedback and message indicator

Dashboard Help

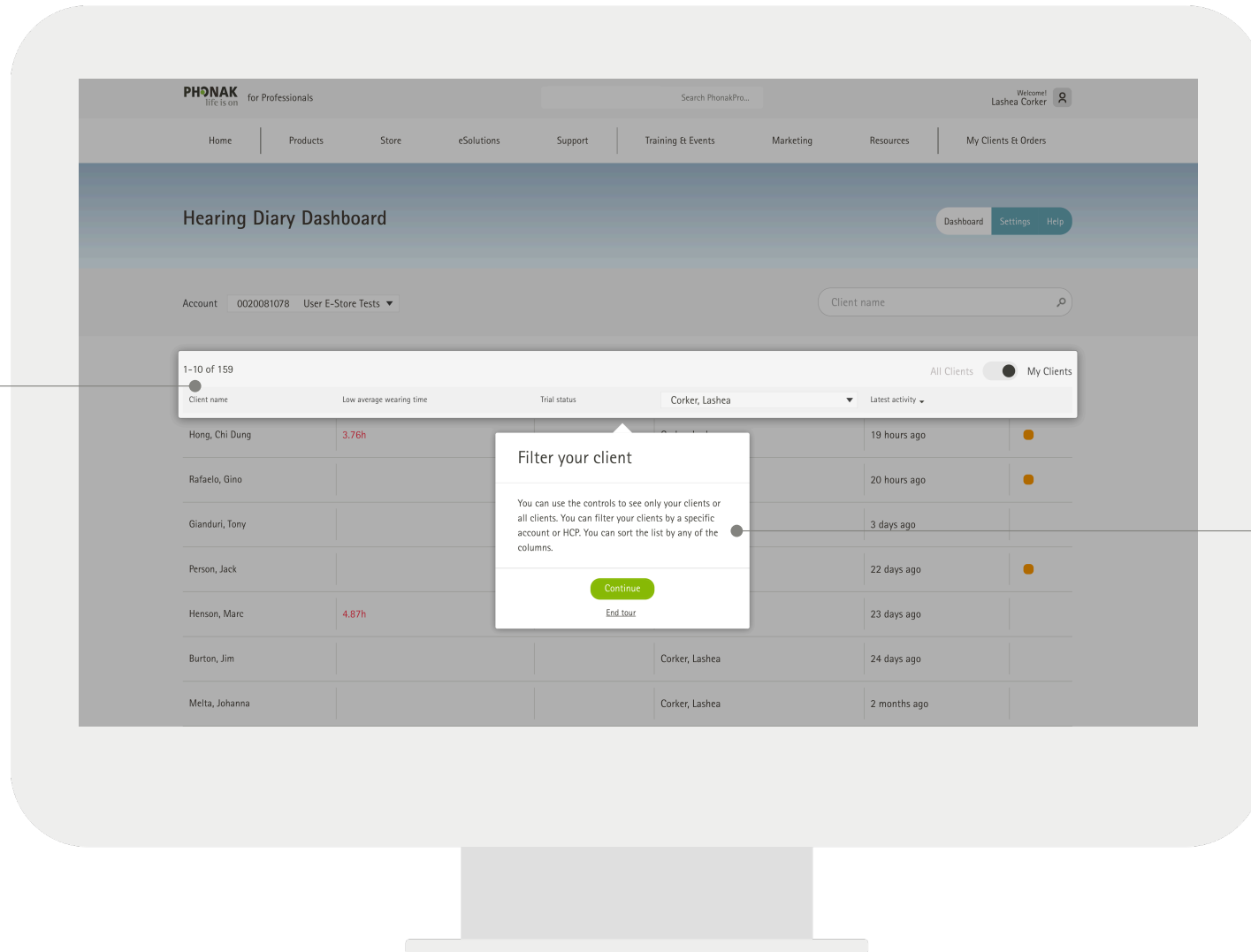


Download the User Guide as a PDF document

Introduction to get started with the dashboard

Dashboard Introduction

Introduction screen highlights important areas



Short explanation of highlighted section

Settings Overview

Hearing Diary Dashboard Dashboard Settings Help

Account 0020081078 User E-Store Tests

Language
Select your preferred language to receive your email alerts and notifications.
English (US)

Email
Provide an email to receive an overview of new alerts and feedback from your clients.
Recipient: PhonakPro Account (lashea.corker@sonova.com)
[Change](#)

Overview Notification
Select to receive an overview of new alerts and feedback from your clients.
 Allow overview notification

Low wearing time notification
We will notify you if the daily wearing time is lower than 5hr a day. However, you can change the threshold for the notification by entering your desired value between 4 and 20 hours.
5 hours per day

Low rating notifications
Select to receive a notification email each time a client sends a very low feedback rating.
 Allow low rating notifications

Auto receipt message
Select to send a notification message each time a client sends feedback.
 Enable auto reply

Thank you for your feedback. It has been received by User E-Store Tests. Someone will get back to you soon.

Save changes

Set up Notification Recipient

Alert of low wearing time

Set up auto reply with a customizable message

Switch Language of Push notification

Notification of Feedback overview

Notification of low rating Client Feedback

Client Detail Page

Hearing Diary Dashboard

◀ All clients

Client
Jones, Alex

Hearing Care Professional

Teske, Michaela
[Assign to me](#)

[Start trial](#)

Average wearing time

8.85 h/day **2.52 h/day**

R Audéo M90-R L Audéo M90-R

Wearing time is the average of the hearing aids daily usage, computed between last fitting readout in the clinic (2/4/2020) and last readout when hearing aids were connected to the app (2/6/2020).

Feedback New message

All	All topics	Created	All	All situations	Hearing aid program	Latest activity	
JA	Sound quality	10 minutes ago	😊	Car	Automatic program In the car	10 minutes ago	●
JA	Sound quality	10 minutes ago	😐	Conversation in quiet	Automatic program Conversation in quiet	10 minutes ago	●
JA	Speech understanding	10 minutes ago	😊	Watching TV	Automatic program Watching TV	10 minutes ago	
JA	Speech understanding	11 minutes ago	😞	Workplace	Automatic program Speech in noise	11 minutes ago	●
JA	Sound quality	11 minutes ago	😐	Music	Additional programs Music	11 minutes ago	

1 2 3 →

HCP can assign client to her/himself

Change HCP assigned to the client

This action assigns the client to you. All notifications and alerts generated by this client will be sent to you.

Save Changes
[Cancel](#)

Start Trial with Client

Start trial

Are you sure you want to start a hearing aid trial with this client?

Start
[Cancel](#)

Create new Message based on no feedback

Shows HI Program state

Unread feedback and message indicator. When all new feedbacks or messages have been read the indicator will disappear.

Start Trial

Client Dashboard

Client: Alex Jones

Hearing Care Professional: [Name]

Average wearing time: 13.4 h/day (R) / 7.9 h/day (L)

Wearing time is the average of the hearing aids daily usage, computed between last fitting readout in the clinic (12.08.18) and last readout when hearing aids were connected to the app (13.10.18).

Feedback

All	Created	All	All topics	All situations	Hearing aid program
AJ	01.02.2019	☹️	Sound quality	Music	Automatic program Speech in noise
AJ	02.02.2019	😊	Sound quality	Music	Additional program Phone via t-coil + mic
[Avatar]	14.01.2019		HCP topic		Not available

Features

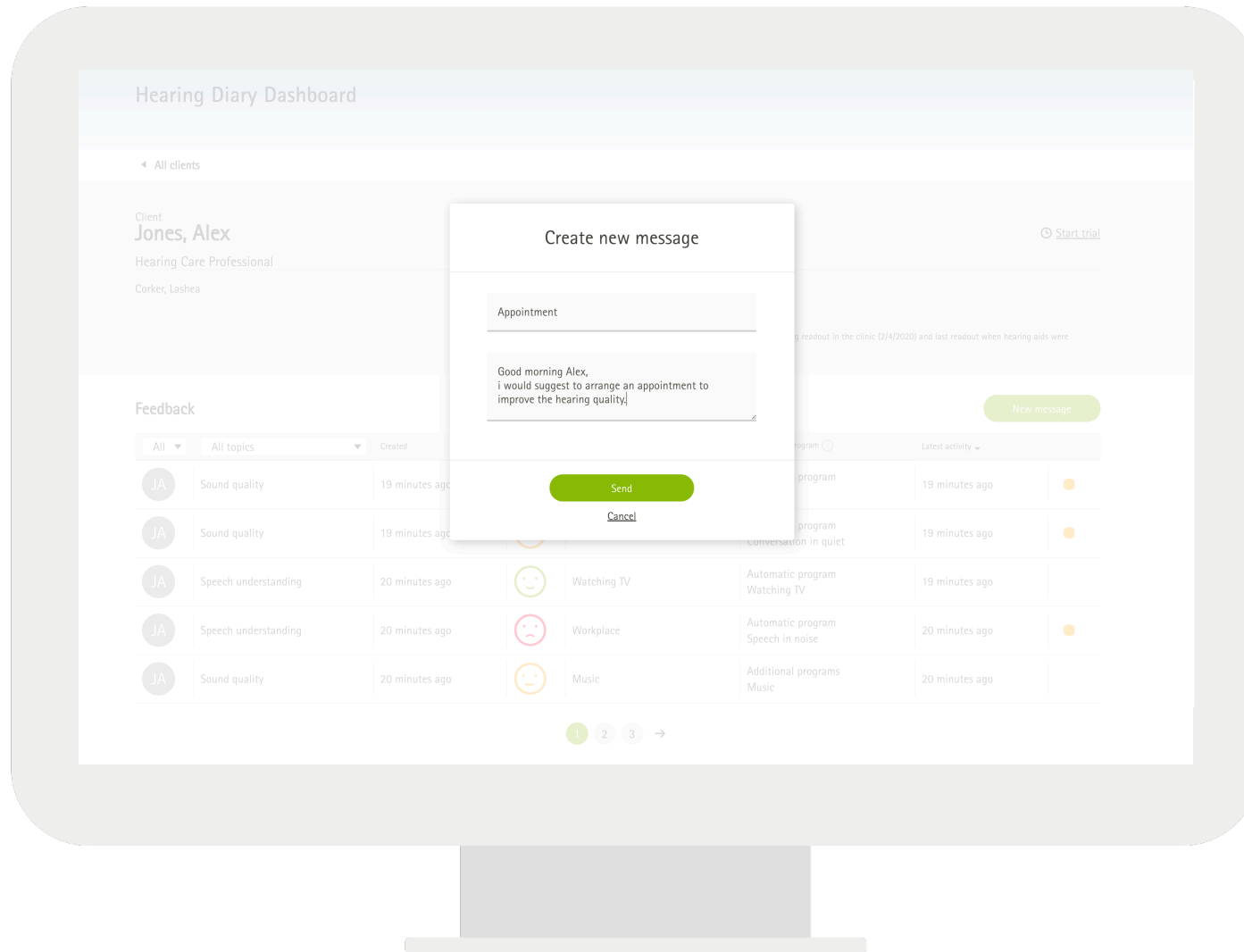
Existing:

- Hearing care professional can start or finish the Trial
- Status in Client list is displayed as «ongoing» or «completed»

Future:

- In the future, there will be an option to track trial periods which will give you further insights regarding the type of customers purchasing hearing aids.

Create new Message

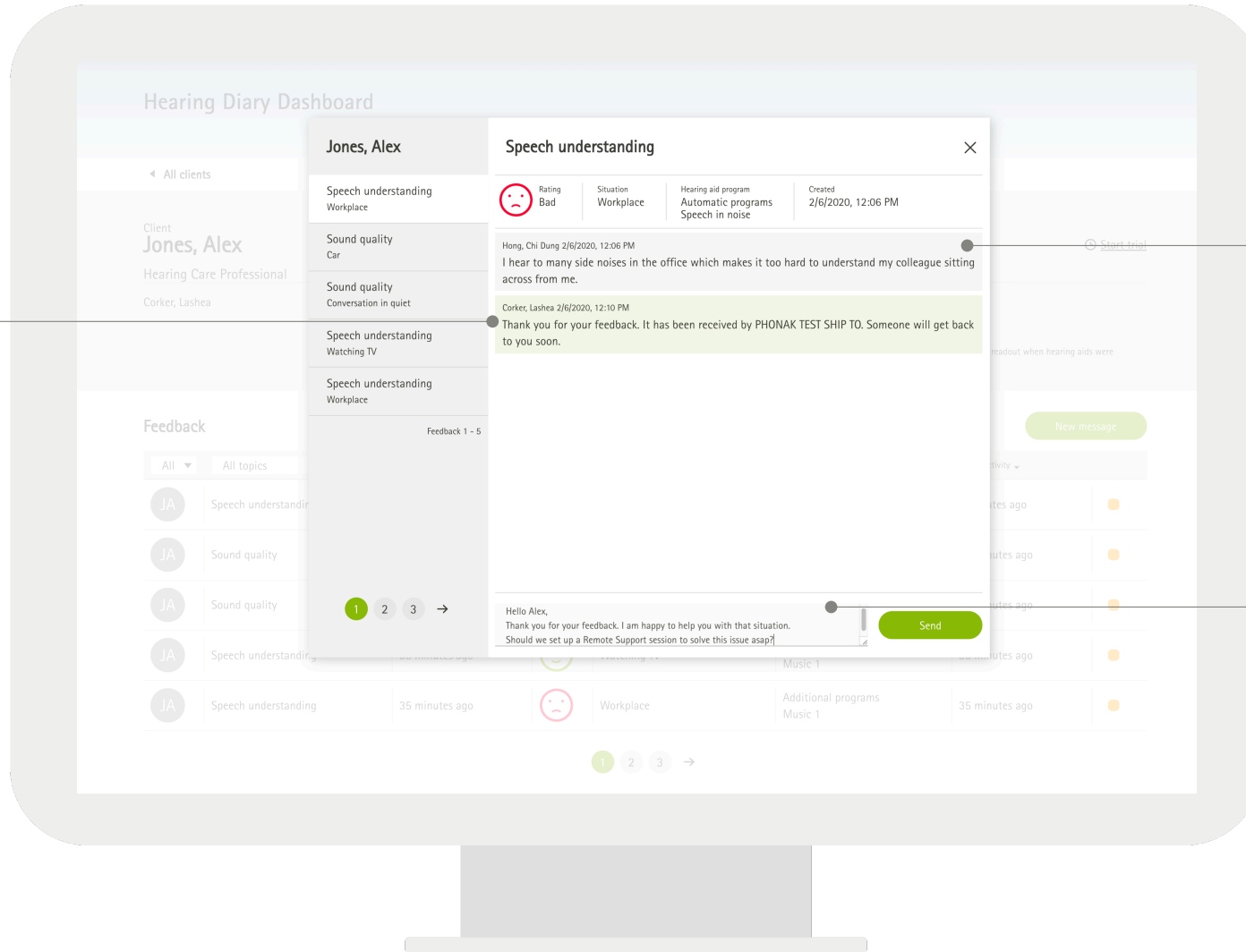


Stay in touch with your client

- Create a new message to stay in touch with your clients for immediate assistance.
- Track your client's experience with their hearing aids, especially within the initial trial phase.

View Client Feedback

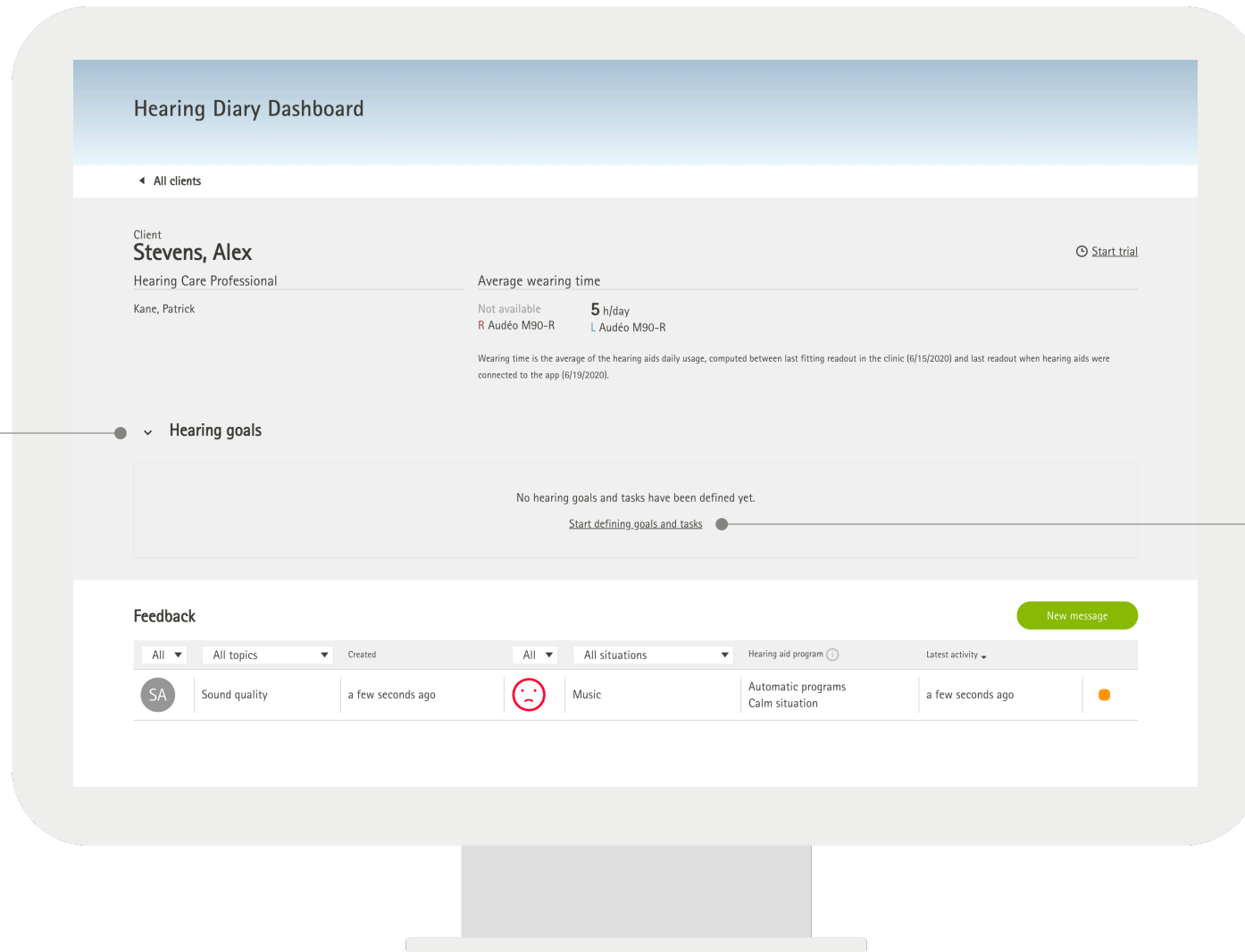
Auto reply which is sent automatically after receiving Client message



Message from Client

You can reply to your clients messages at any time

Start hearing goals

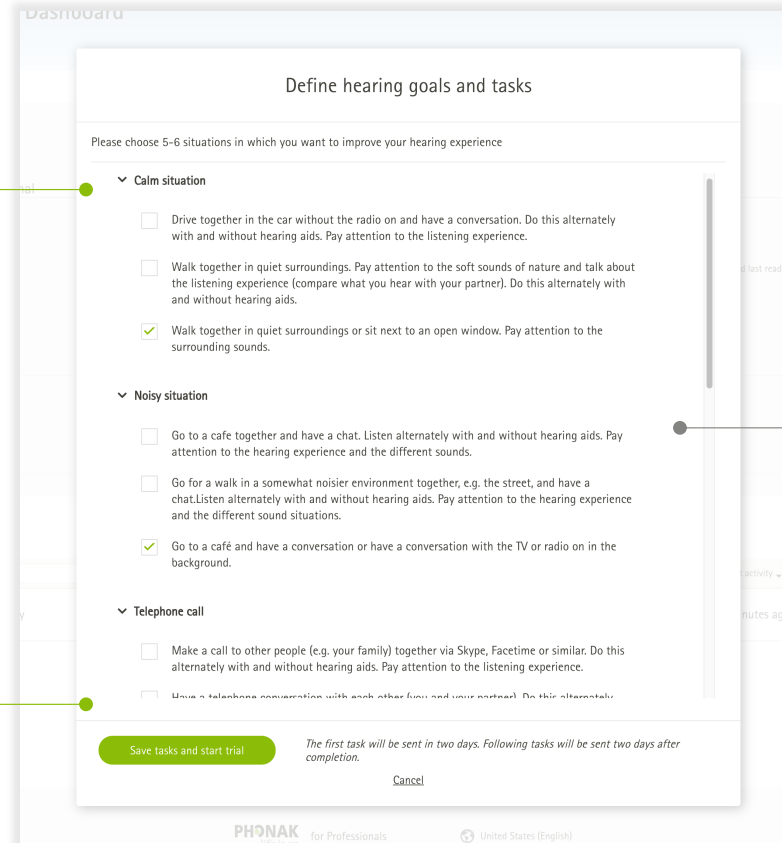
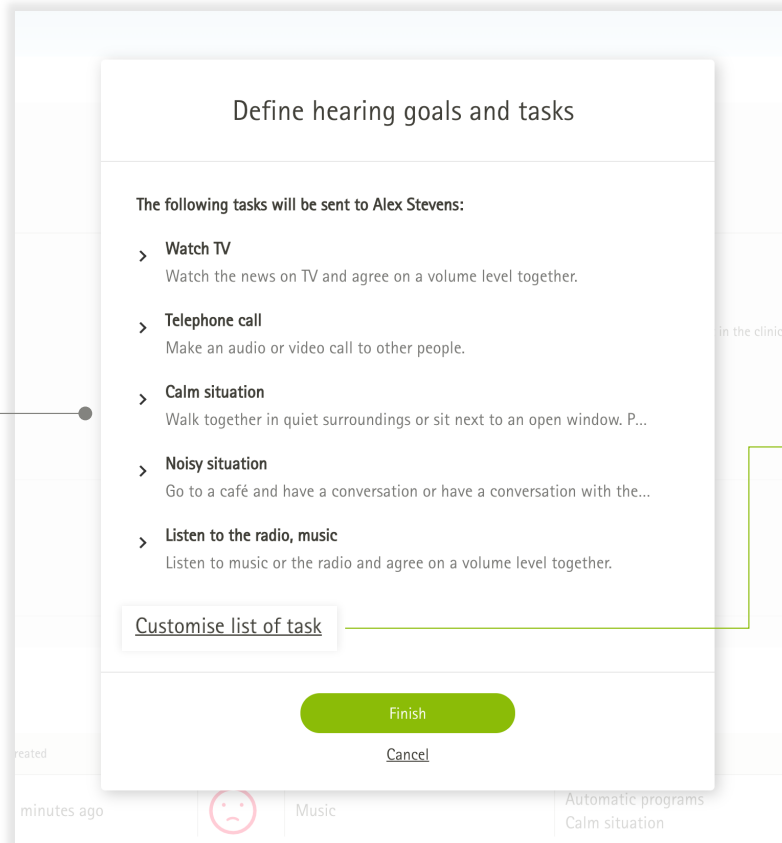


The «Hearing goals» section allows you to support the client during the trial phase.

Start defining goals and tasks with your clients

Define hearing goals and tasks

To make the selection more comfortable we have preselected tasks for the current situation



You can customise your task selection by selecting other tasks or remove them

Display sent tasks

Hearing Diary Dashboard

◀ All clients

Client
Stevens, Alex 🕒 Start trial

Hearing Care Professional
Kane, Patrick

Average wearing time
4.21 h/day **5.1** h/day
R Audéo M90-R L Audéo M90-R

Wearing time is the average of the hearing aids daily usage, computed between last fitting readout in the clinic (6/15/2020) and last readout when hearing aids were connected to the app (6/19/2020).

✓ **Hearing goals (0/5)**

Goal Et Task	Status	Overall rating client
Calm situation Walk together in quiet surroundings or sit next to an open window. Pay attention to the surrounding sounds.	🟢 Task sent 6/19/2020	●
Noisy situation Go to a café and have a conversation or have a conversation with the TV or radio on in the background.	🟢 Task sent 6/19/2020	-
Telephone call Make an audio or video call to other people.	🟢 Task sent 6/19/2020	-
Watch TV Watch the news on TV and agree on a volume level together.	🟢 Task sent 6/19/2020	-
Listen to the radio, music Listen to music or the radio and agree on a volume level together.	🟢 Task sent 6/19/2020	-

[Add Tasks](#)

The selected tasks are displayed in the client page

You can add more tasks at any time

The tasks have been sent to your client. The client will be informed by a push notification in the myPhonak app about new tasks.

Progress of each task

Client
Stevens, Alex Start trial

Hearing Care Professional
Kane, Patrick

Average wearing time
4 h/day **5.1** h/day
R Audéo M90-R L Audéo M90-R

Wearing time is the average of the hearing aids daily usage, computed between last fitting readout in the clinic (6/15/2020) and last readout when hearing aids were connected to the app (6/19/2020).

Hearing goals (2/5)

Goal & Task	Status	Overall rating client
Watch TV Watch the news on TV and agree on a volume level together.	Task done 6/19/2020	Better
Telephone call Make an audio or video call to other people.	Task done 6/19/2020	Worse
Calm situation Walk together in quiet surroundings or sit next to an open window. Pay attention to the surrounding sounds.	Task sent 6/19/2020	-
Noisy situation Go to a café and have a conversation or have a conversation with the TV or radio on in the background.	Task sent 6/19/2020	-
Listen to the radio, music Listen to music or the radio and agree on a volume level together.	Task sent 6/19/2020	-

[Add Tasks](#)

You can always check the progress of the tasks you have sent to be up to date and follow up if needed

When the client has completed a task you can see the overall rating of each task. The rating can be «better», «the same» or »worse«

Details of goals and tasks

Each task is expandable to see more details

The active hearing aid program is displayed when the client has sent a feedback

Goal & Task	Status	Overall rating client
Watch TV Watch the news on TV and agree on a volume level together.	Task done 6/19/2020	↑ Better
Telephone call Make an audio or video call to other people.	Task done 6/19/2020	↓ Worse

HI Program	Feedback
Positive	Automatic programs: Calm situation <i>Why was the sound quality better with your hearing aids? It was...</i> comprehensible, less background noises
Negative	<i>Why was the sound quality not better with your hearing aids? It was...</i> dull, loud, quiet, reverberant, shrill
General	<i>How well did you hear the news with your hearing aids compared to without?</i> worse

Task description Make an audio or video call to other people.

When the client has provided feedback to a task you can check it in the task detail and support the client whenever it is needed



Symbol explanation

This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



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