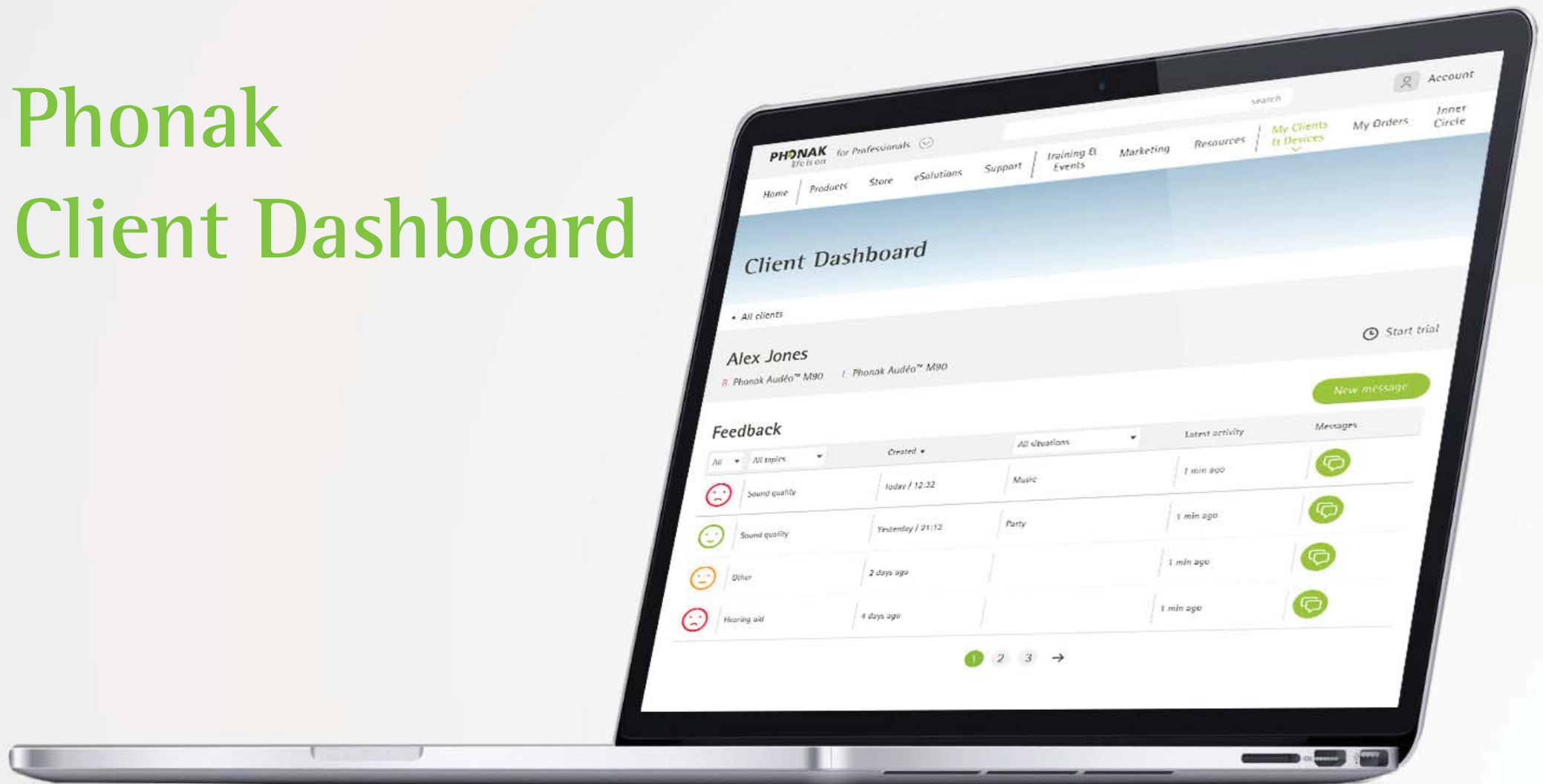


# Phonak Client Dashboard



## Phonak Hearing Diary – dashboard

As a hearing health care professional, you know the importance of being able to quickly address and actively support those first critical moments in hearing health care: when the client leaves your office and starts using their hearing aids for the first time in the real-world. However, it is almost impossible to know about a client's experience and be able to react unless they actively seek your help between visits. You may also not be aware of the positive impact amplification is having in a client's daily life. Therefore, the Phonak Client Dashboard, available within the PhonakPro portal, has been specifically designed to strengthen the client-professional relationship by offering a client management system, where you can quickly identify and react to client needs. It helps minimize the "blind spot" or time between when a client leaves your office and returns by enabling them to share their real-world listening experience and facilitates communication via messaging between the dashboard and your client's mobile phone.

For your clients, Hearing Diary, within the myPhonak app allows clients to capture feedback and share their satisfaction and experience with their hearing aids with you. Remote Support allows you to offer remote hearing aid adjustments in real-life situations relevant to them. Thus, the powerful combination of myPhonak app and Client Dashboard creates new service opportunities and facilitates the customer journey.

## Requirements

- To access the Client Dashboard, you need a PhonakPro ID
- Clients invited and onboarded will be seen



## Client list: new feedback or messages received

The screenshot displays a 'Client Dashboard' interface. At the top right, there is an 'Account' dropdown menu currently set to 'Main store'. Below this is a search bar labeled 'Client Name'. The main content is a table with the following columns: 'Client Name', 'Onboarded since', 'Trial Status', 'Latest activity', and 'Messages'. The table lists five clients: Alex Jones, Laura Goodman, Todd Swanson, Ethel Wilson, and Stephen Nunez. Alex Jones, Todd Swanson, and Ethel Wilson have message icons with notification counts of 1, 3, and 1 respectively. Stephen Nunez has a note that says 'Hearing Diary not available'. Callouts point to the 'Main store' dropdown, the table itself, and the message notification icons for Alex Jones and Todd Swanson.

Client Name	Onboarded since	Trial Status	Latest activity	Messages
Alex Jones	2 days	Ongoing	1 min ago	1
Laura Goodman	1 week		1 min ago	
Todd Swanson	2 weeks	Ongoing	1 min ago	3
Ethel Wilson	3 weeks	Ongoing	1 min ago	1
Stephen Nunez	Hearing Diary not available			

## Client detail page

**Client Dashboard**

◀ All clients

**Alex Jones**

R Phonak Audéo™ M90 L Phonak Audéo™ M90 [Finish trial](#)

**Feedback** [New message](#)

All	All topics	Created	All situations	Latest activity	Messages
	Sound quality	Today / 12:32	Music	1 min ago	
	Sound quality	Yesterday / 21:12	Party	1 min ago	
	Other	2 days ago		1 min ago	

Click to send message

Click to view feedback history

## Client detail page: Review feedback and reply

The screenshot displays a 'Client Dashboard' interface. On the left, a list of client names is shown: Alex Jones, Laura Goodman, Todd Swanson, Ethel Wilson, and Stephen Nunez. The 'Alex Jones' entry is highlighted. A modal window titled 'Alex Jones' and 'Speech understanding' is open, showing a feedback entry. The feedback entry includes a 'Rating' of 'Very low' (indicated by a sad face icon), a 'Situation' of 'Music', and a 'Created' date of '12.8.2018 - 15:45'. The feedback text reads: 'While listening to the music, I realized that the sound was rather dull. Can you do anything about that?'. Below the feedback, there is a pagination control showing '1 2 3 →' and a 'Feedback 1-5' label. At the bottom of the modal, there is a text input field containing 'Ok, lets shedule a remote session. How about tommorrow afternoon?' and a 'Send' button. The background dashboard shows a search bar, a 'Messages' section with three message icons (one with a red notification dot), and a 'Hearing Diary not available' message for Stephen Nunez.

Client Dashboard

Account Main store

Alex Jones

Speech understanding

Sound Quality Music Rating Very low Situation Music Created 12.8.2018 - 15:45

Sound Quality Party Alex, 12.8.2018 - 15:45 While listening to the music, I realized that the sound was rather dull. Can you do anything about that?

Other

Hearing aid related

Sound Quality Party Feedback 1-5

Client Name

Alex Jones

Laura Goodman

Todd Swanson

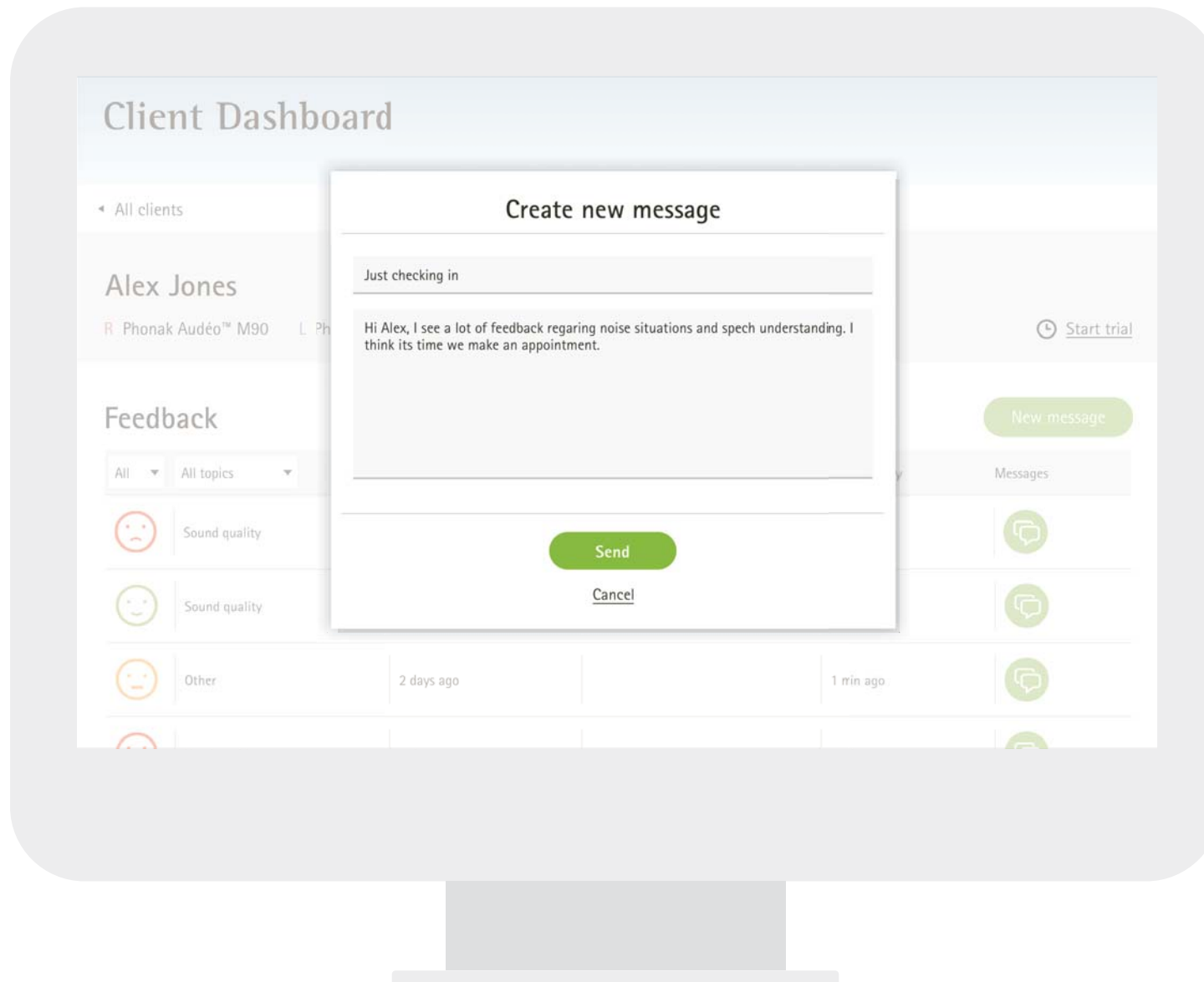
Ethel Wilson

Stephen Nunez Hearing Diary not available

Messages

Ok, lets shedule a remote session. How about tommorrow afternoon? Send

## Client detail page: Send new message



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