

Ratings

Ratings allows your clients to provide in-the-moment feedback through the Remote Plus app, while capturing hearing instrument settings to help make your counseling more efficient and personalised.



Stay connected to real-world client experiences



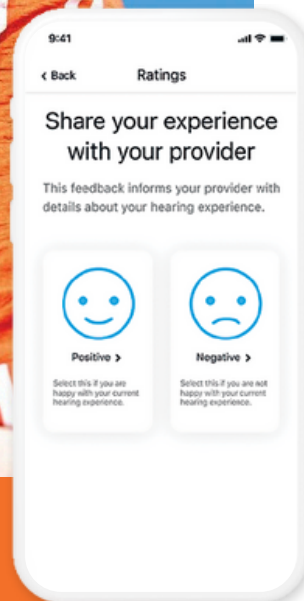
Work together towards a personalised hearing experience

You experience:

- More accurate client input that doesn't depend on recall.
- The ability to provide more accurate responses to specific problems in a timely way.
- The potential for fewer follow-up calls, saving you time.

Clients experience:

- Less pressure and frustration to recall experiences week later at follow up appointments.
- A quick and easy-to-use interface in Remote Plus App
- In the moment support to resolve some issues based on suggestions generated by the Unitron TrueFit fitting software.



Get the most from your experience! Contact Unitron to learn more.
Visit www.unitronvivante.com



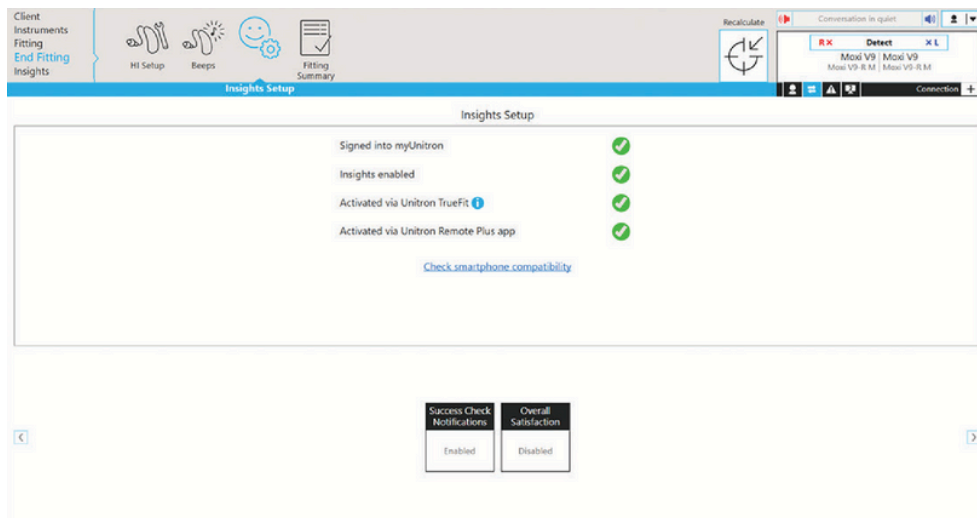
Unitron makes life vibrant with amazing hearing solutions designed to make the experience easy. Because everyone **deserves to Love the experience.™**



Integrated into Unitron's Remote Plus app and Unitron TrueFit™ fitting software, Ratings allows clients to provide real-time feedback on their listening experience. Utilizing data from their hearing instruments, the cloud system then automatically analyzes this feedback and may offer clients suggestions within the app to address any issues detected. Ratings can be viewed in the TrueFit fitting software, where you can also see data about their listening environment and hearing instrument settings at the time of the Rating to provide you with additional context.

How to set up Ratings

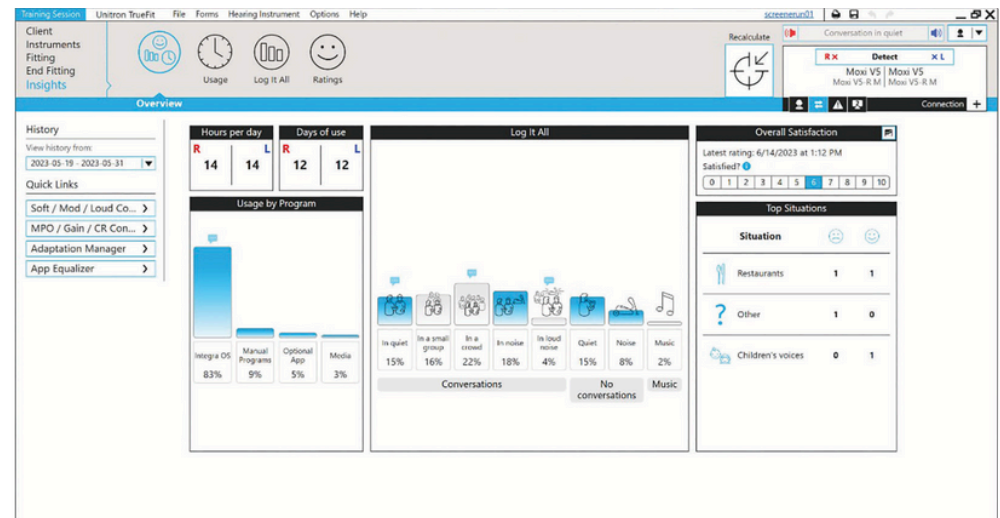
Step 1: Activate Insights



End Fitting > Insights

- To activate Ratings, ensure you are logged into [myUnitron](#) with Insights enabled at the time of the fitting
- Ensure your client installs the Remote Plus app and activates Insights
- You can check that your client has activated Insights on the [End Fitting > Insights Setup](#) screen

Step 2: View your clients' most rated situations

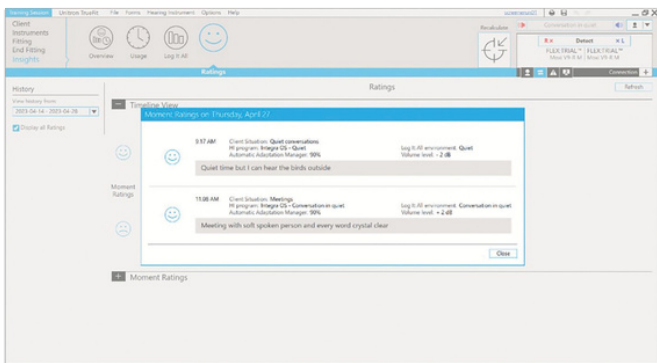


Insights > Overview

If your client makes Ratings via the Remote Plus app, you will see them in TrueFit fitting software. The [Insights > Overview](#) screen shows a summary of the top situations they have made Ratings about.



Step 3: View your clients' Ratings



- Navigate to **Insights > Ratings** to view your client's Ratings: you can see them on the **Timeline View**, or click on **Moment Ratings** to see them organized by situation
- Click on the date or situation to view the details of each Rating, including the situation identified by the client, and their comments
- The Rating also includes the hearing instrument program, any volume adjustments and the Log It All environment from the time of detection



- You also have access to an overview of your client's history of their Ratings

Did you know?

Success Check will alert you if your client makes two negative Ratings. This can help you to identify if additional support or intervention is needed.

unitron Success Check

Your client may be having an issue.

Please review your client's data. Success Check has triggered this notification based on the item(s) identified in red below.

Who	John Doe
Hearing instruments	L: Moxi V9-R M (123456789) R: Moxi V9-R M (123456789)
Last fitting date	Monday January 1, 2024 (3 day(s) of use)
Success Check data date range	2024-01-01 - 2024-01-04
Average wearing time *	2 hour(s)/day
Lifestyle coverage	79%
Manual and optional app program usage *	11%
Positive ratings	1
Negative ratings *	3
Most recent Overall Satisfaction rating *	5
Most recent Overall Satisfaction areas of concern	Charging of hearing instruments
Most recent Overall Satisfaction comment	I can't hear anything!

(*) This item triggered this notification.
 • Details can be viewed in the Insights section of Unitron TrueFit™ fitting software.
 • Please note, if your client has a manual program with Tinnitus Masker enabled, the manual and optional app program usage data may not indicate a concern.