

# Log It All counselling guide



Log It All captures real-life data enabling you to give more personalised recommendations to your clients based on their real-world listening lifestyle.

## Why use Log It All?

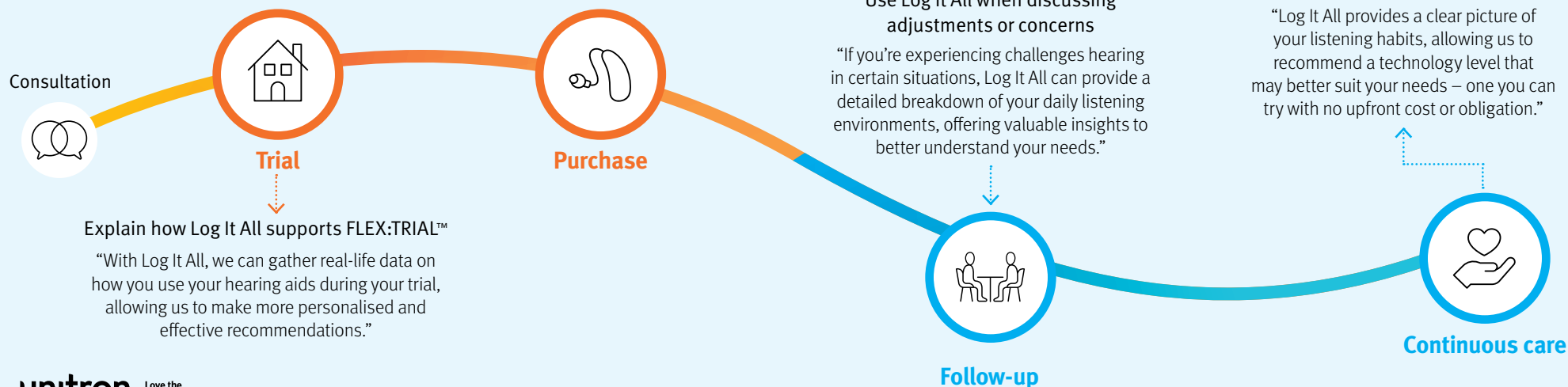
- ✓ **Personalised insights and counselling:**  
Gain a deeper understanding of your clients' real-world listening environments and provide tailored advice based on their unique listening lifestyle
- ✓ **Evidence-based technology recommendations:**  
Make technology recommendations using quantitative data that shows the benefits of higher technology levels, potentially increasing sales
- ✓ **Enhanced troubleshooting:**  
Easily identify where clients spend their time, simplifying your approach to addressing concerns about performance and listening environments
- ✓ **Empowered decision making:**  
Receive a detailed breakdown of clients' listening environments, equipping you to make informed decisions and provide better support

## Log It All benefits all types of clients

- 1 New wearers:**  
 Inexperienced wearers who need help understanding how different environments affect their listening experience
- 2 Active wearers:**  
 Individuals who frequently change environments and need their hearing instruments to adapt accordingly
- 3 Clients with specific challenges:**  
 Those who struggle to hear in certain situations, like crowded places or noisy conversations, and may benefit from adjustments or an upgrade
- 4 Clients seeking personalisation or upgrades:**  
 Clients who expect tailored recommendations and insights to optimise or upgrade their hearing solution

## Discussing Log It All with your clients

Log It All provides an opportunity to get to know your clients better and faster, supporting them throughout their hearing journey with objective usage data. Here's how and when to discuss the benefits of Log It All:



## Responding to questions from clients

**“How does Log It All work?”**



“Log It All captures data from your hearing aids, detailing the various listening environments you encounter. This information helps us understand your lifestyle better and make personalised recommendations.”



**“Can I turn it on and off?”**



“Log It All works continuously, capturing data whenever you use your hearing instruments. You don't need to do anything extra, just wear your hearing instruments as usual, and we can review the data during your appointments.”



**“How will Log It All benefit me?”**



“Log It All provides a clear, objective breakdown of your listening environments, helping us tailor our recommendations to your specific needs and get the best possible performance from your hearing aids.”



**“Can Log It All help if I have issues with my hearing aids?”**



“Absolutely. Log It All helps us identify where you spend most of your time and the challenges you might face, making it easier to troubleshoot and resolve any performance issues quickly.”



**“What if my listening environments change over time?”**

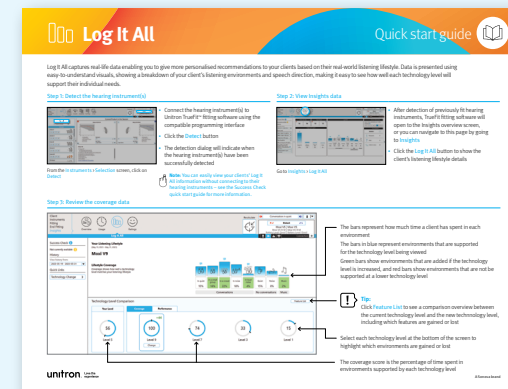


“Log It All continuously captures your listening data, so if your environments change, we'll be able to see that and make appropriate adjustments to your hearing aids.”



## Supporting resources

### Log It All quick start guide



## Enhanced trials and technology choices



### Log It All and FLEX:TRIAL

Collect real-world listening data during your client's risk-free hearing aid trial to provide personalised insights and optimise their first-fit experience.



### Log It All and FLEX:UPGRADE

Use detailed listening data to support your recommendation of a higher technology level that better suits your client's needs, helping them experience the full benefits of the upgrade.



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