

A close-up, side-profile shot of a woman with dark curly hair and glasses, wearing a tan blazer. She is smiling and holding a white smartphone to her ear with her right hand. The background is a blurred car interior, suggesting she is driving.

Business on the move

It starts with **Optus Loop**

yes OPTUS

When opportunity calls, we'll help you answer

Optus Loop is a simple, smart way to stay connected with your customers, collaborate with your staff on the road, in the office or from home. This cloud-based call management solution streamlines your business phone system and means you're not limited to PABX equipment or an office location.



Smart Features

Unify business communications and customer management

Loop has clever, intuitive features that make it easier to give your customers a smoother experience. They'll benefit from being able to direct their own call, and you'll benefit from knowing the right person can be ready to take it.

Optus Loop Basic Features

Optus Loop Basic Plan is ideal for businesses with analogue phones and fax machines.

Hunt group

Minimise response times by having incoming calls to one business phone number broadcast across multiple extensions until the call is ready to be answered.

Call Waiting (up to 4 calls)

Answer calls even when all your staff are unavailable and put them in a short-term holding pattern. You're notified of a call through a call waiting tone.

Virtual Receptionist

Greet your customers with a customisable automated answering system that guides them to the right team member or office location.

Optus Loop Premium Features

Optus Loop Premium Plan is for single and multi-sited businesses with desk phones and mobile devices, and includes all elements of the Optus Loop Basic Plan.

Dual Identity

Simplify the calling experience for your customers. Link your desktop phone and mobile phone into one single business number for incoming and outgoing calls.

Call Centre

Enhance the customer experience with a communications management tool for call centre agents and supervisors, complete with a PABX interface.

CRM Integration

An application for desktop computers that connects with leading CRM software and business phones, so you see your customer's details when they call. Allowing you to answer customer calls with confidence as you have all the information you need about a caller at your fingertips.



Business Productivity

Flexible working for businesses on the go

By hosting your communications in the cloud, Loop not only aims to minimise down-time for your business but frees you to be more mobile, flexible and collaborative. Now you'll be able to work in more places where your business takes you, with the following Loop premium features.

Optus Loop Premium Features

Call Move

Move calls mid-conversation, switching from one device to another, and take your calls on the go.

Voicemail to Email

Stay on top of calls when you can't talk by receiving voicemails as an audio file through email and the desktop app.

Office Anywhere

Answer incoming calls on your smartphone, PC or desk phone, so your team members aren't tied to their desks.

Custom Controls

Personalise your phone system with custom greetings, hold music and messages, and user permissions.

Call Recording and AI*

Keep an audio record of your inbound and outbound calls and store them for future reference. With Loop AI, understand your Customer sentiments by categorizing calls on seven emotions.

Business-Grade Conferencing

Collaborate with ease with video conferencing, share screen and file transfer capabilities with the Loop App on mobile devices and desktop solutions.

Business Continuity

Reroute calls to a designated phone number in the case your main phone number is unreachable due to an unplugged phone, power outage, or natural disaster.

Real time presence

Each team member can see who in their contacts are online, in a call, in a meeting, busy, or idle or across handsets and on mobile phones.

*Additional charges apply.



Help achieve better value for your business

Because Loop is highly personalised, you only pay for the number of lines you need. Updates and improvements are delivered automatically through the cloud. And it's so easy to change the functionality yourself, or at an additional cost we can help you set it up just how you want it to suit your business.



Handsets for modern business

Choose quality handsets and equipment for your business needs. We offer a range of handsets at various pricing options.

**Cisco**

High-quality VoIP handsets.

**Yealink**

Handsets built for collaboration.

When **opportunity** **calls** don't let it go unanswered

It starts with **Optus Loop**

Find out more about Optus Loop
and speak to one of our
Business Specialists today.

optus.com.au/optusloop

Terms and conditions: Not all features are standard. Availability of Loop services are subject to eligibility criteria. For pricing and applicable terms and conditions, visit optus.com.au/optusloop.

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