



Optus Loop

For businesses on the move

Yes

Your success is our business

When opportunity calls, we'll help you answer.

Communication is key to any business. Optus Loop is a simple, smart way to stay connected with your customers, and 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.



Help deliver better customer service

Optus Loop's smart routing and intelligent virtual receptionist will help minimise hold times and direct calls to the right people, providing your customers with a smooth and professional experience.



Help boost your business productivity

Because it's in the Cloud, Loop helps make your business more flexible, mobile and collaborative. Helping you make the most of every opportunity and work wherever business takes you. Right place, right time, everyone on the same page.



Help unlock better value for your business

Loop is highly personalised, so you only pay for the number of lines you use. It also means you don't need server rooms or extra office equipment. All of which will help you lower your communication costs and increase your business efficiencies.



Help deliver better customer service with smart features

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.

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.

CRM Integration

Answer customer calls with confidence and have the information you need about a caller at your fingertips with Loop's CRM integration features.

Call Queue

Answer calls even when all your staff are unavailable, and put them in a short-term holding pattern.

Virtual Receptionist

Greet your customers with a customisable automated answering system that guides them to specific departments or staff members.

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.

Custom Controls

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



Help boost your business productivity in many ways

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 business takes you.

Voicemail to Email

Stay on top of calls when you can't talk by having voicemails instantly emailed to your inbox as audio files.

Office Anywhere

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

Outlook Calendar Integration

Know your co-worker's availabilities and stay organised with Microsoft Outlook calendar integration.

Call Recording

Keep an audio record of your inbound and outbound calls and store them for future reference.

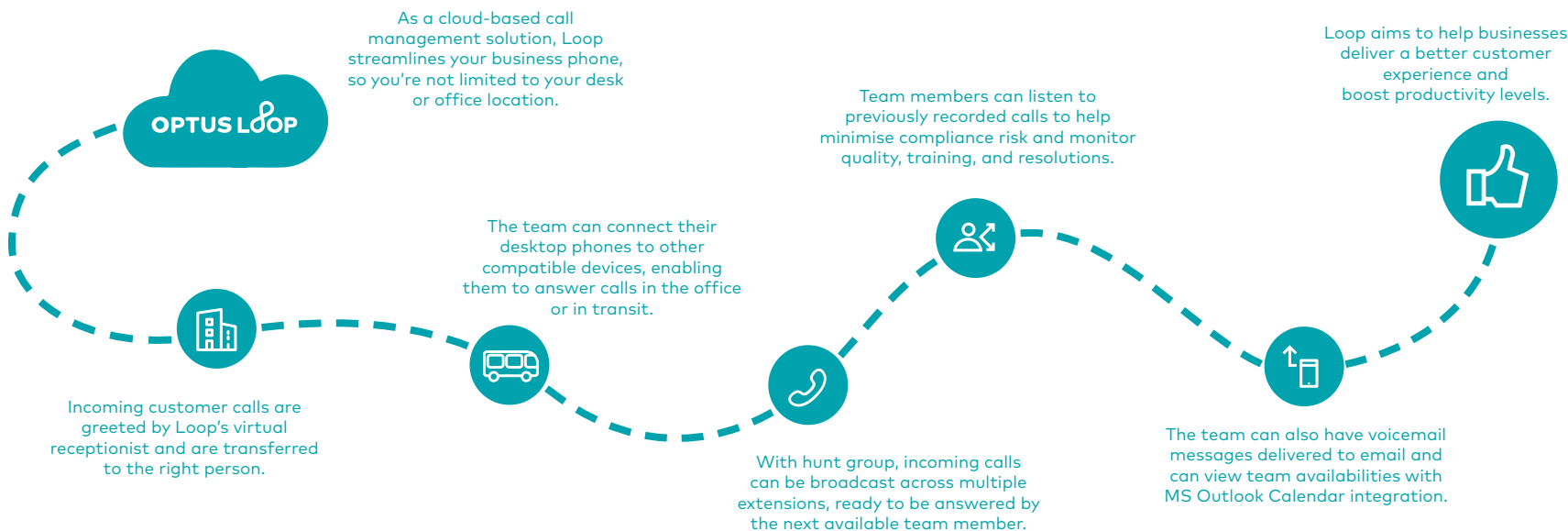
Call Move

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

Business-Grade Conferencing

Collaborate with ease with video conferencing, share screen and file transfer capabilities across your devices.

The following is an example of how users might implement Optus Loop in their business



**Your success is our business and the way we work is always changing.
That's why it's more important than ever to stay connected, wherever your work takes you.**





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 we can help you set it up just how you want it to suit your business.

BASIC PLAN

For basic businesses with analogue phones and fax machines

Hunt Group	✓
Call Queue	✓
Virtual Receptionist	✓

PREMIUM PLAN

For single and multi-sited businesses with desk phones and mobile devices

Basic Plan	+	✓
Call Recording*		✓
CRM Integration		✓
Office Anywhere		✓
Business Continuity		✓
Real Time Presence		✓

*Additional charges apply

*For a full extensive list of Loop's Premium Plan, please visit optus.com.au/optusloop



Handsets for modern business

Choose quality handsets and equipment for your business needs. We offer a range of handsets at various pricing options, from simple to more complex voice functionalities.



Cisco
High-quality VoIP handsets.



Yealink
Handsets built for collaboration.



Panasonic
Versatile hands-free handsets.

Contact us to find out more about handsets and other accessories that you can add to your Loop plan.

Yes

Your success is our business.

When opportunity calls don't let it go unanswered.

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



Visit Us

Find your closest [Optus Business Centre](https://optus.com.au/business/business-centre)
optus.com.au/business/business-centre



Give Us a Call

Call us on **13 LOOP** to arrange an appointment today.



Need Loop Support?

Find the answers you need at our self-service, one-stop shop dedicated to [Optus Loop](https://yescrowd.optus.com.au/t5/custom/page/page-id/optus-loop-support)
yescrowd.optus.com.au/t5/custom/page/page-id/optus-loop-support

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