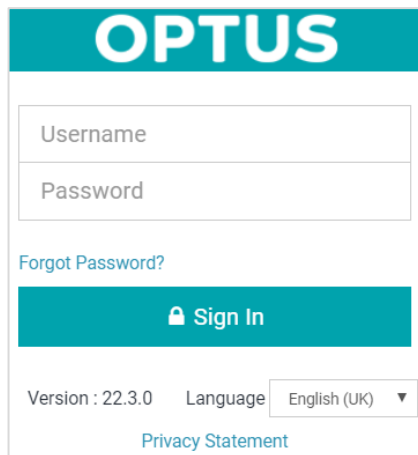


### Feature Overview

The Optus Loop Admin portal provides real-time management of your phone system together with other Unified Communication features.

### Signing In

1. Enter the url <https://loop.optus.com.au/rep>
2. Enter your **Username** and **Password** (provided to you by Optus)
3. Click **Sign In**

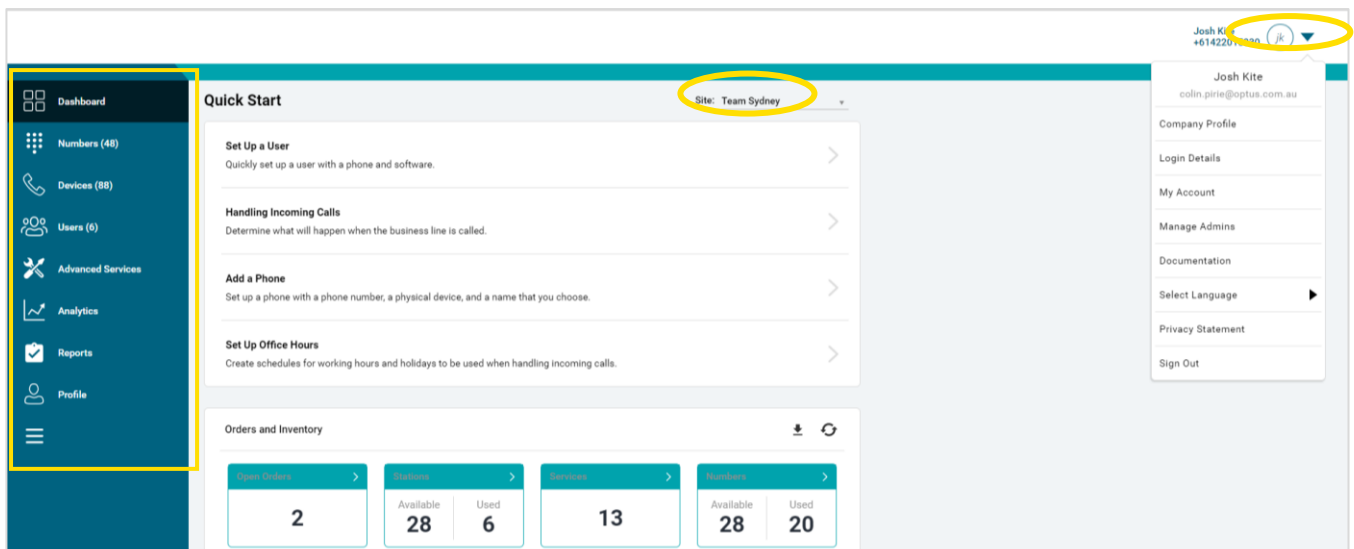


The sign-in form features the Optus logo at the top. Below it are two input fields for 'Username' and 'Password'. A link for 'Forgot Password?' is positioned below the password field. A prominent teal 'Sign In' button with a lock icon is centered below the inputs. At the bottom, the version '22.3.0' and a language dropdown set to 'English (UK)' are displayed, along with a link to the 'Privacy Statement'.

### Dashboard

The Dashboard gives you an overview of Optus Loop options including an Inventory of all the **Optus Loop** features. The Dashboard makes it easy for Administrators to view all services, users and numbers at a Company or site level.

1. Select from any of the available **Menu** options (Numbers, Devices, Users, Advanced Services, Analytics, Reports, Profile) to navigate through the features.
2. Select your site from the **Site** drop down menu
3. Change login details, Company Profile and create Admin logins from the drop down at the right of the screen



The dashboard screenshot shows a teal sidebar menu on the left with options: Dashboard, Numbers (48), Devices (88), Users (6), Advanced Services, Analytics, Reports, and Profile. The main content area has a 'Quick Start' section with tasks like 'Set Up a User', 'Handling Incoming Calls', 'Add a Phone', and 'Set Up Office Hours'. Below this is an 'Orders and Inventory' section with four cards: Open Orders (2), Stations (28 Available, 6 Used), Services (13), and Numbers (28 Available, 20 Used). The top right corner shows a user profile for Josh Kite with a dropdown menu for account management. A 'Site: Team Sydney' dropdown is highlighted in the top center.

## Quick Start

The Quick Start area of the Dashboard provide you with 4 different wizard which let you follow the prompts to

- *Set up a user* – setting user features for a user
- Configure options for *Handling Incoming Calls*
- *Add a phone* – adding a new phone to your site
- Set up Office Hours – setting up an office hours schedule which can then be added to Call Queues or Hunt Groups to route calls at different times of the day

## Numbers

This is where you get an overall view of all Company numbers, Users numbers, Call Queues, Hunt Groups, Auto Attendants to name a few. There are 2 tabs in the Numbers menu, *List by Number* and *List by Service*. Making changes are easy from this Window.

1. Select your site from the **Site** dropdown
2. Click on the **Numbers menu** to view the information
3. Enter search criteria into the **Search** field to display certain criteria

Phone Number	Station Type	Extension	Device Type	MAC Address	Name	Site	Country	Location Code
+61277771111	Auto Attendant	1111			+61277771111	Team Sydney	AUS	
+61277771112	Auto Attendant	1112			+61277771112	Team Sydney	AUS	
+61277771113	Hunt Group	1113			Sales Hunt Group	Team Sydney	AUS	
+61277771114	Hunt Group	1114			Accounts Hunt Group	Team Sydney	AUS	

**Station Inventory** displays a list of the Stations (Licences) you have.

Station Inventory

**Note:**  
The Station Inventory table has the following columns to denote the corresponding count  
**Available** - Number of stations available to be assigned.  
**In Use** - Number of stations assigned.  
**Total** - Number of stations purchased.

Showing 1 to 4 of 4 entries

Filter

Stations	Available	In Use	Total
Basic Station	10	0	10
Messaging Station	2	0	2
Premium Plus User Station	7	5	12
Cloud Voice Plus	10	0	10

Cancel

Export All

Print All

## Devices

The Devices menu display all the devices you have assigned to your company, i.e. Optus Loop Tablet Client, Mobile client, Desktop client, Yealink and or Panasonic phones.

1. Select your site from the **Site** drop down menu
2. Click on the **Devices** menu to view the information
3. Enter search criteria into the **Search** field to display certain criteria

Dashboard

Numbers (48)

Devices (88)

Users (5)

Advanced Services

Analytics

Reports

Profile

Devices

Site: Team Sydney

List By Device

MAC Address Starts With value

Reset Search

Add Device

Import Export Line States

Showing 1 to 10 of 88 entries

10 per page

MAC Address	Device Type	Available Lines	Site	Country	
EAAC00025184	Optus Loop Tablet Client	0	Team Sydney	AUS	Options
EAAC00025185	Optus Loop Tablet Client	0	Team Sydney	AUS	Options
EAAC00026379	Optus Loop Tablet Client	1	Team Sydney	AUS	Options
EAAC00026380	Optus Loop Tablet Client	1	Team Sydney	AUS	Options

## Users

The Users menu lists all the user you have in your company.

1. Select your site from the **Sites** drop down menu
2. Click on the **Users** menu to view the information
3. Enter search criteria into the **Search** field to display certain criteria

**Users** Site: Team Sydney

List By User

First Name Starts With value

Reset Search

Manage Bulk Changes Export

Showing 1 to 5 of 5 entries 10 per page

	First Name	Last Name	Phone Number	Extension	Primary Device	Site	Country	Location Code	
Edit	Adam	Davison	+6177777777	1121	Unassigned	Team Sydney	AUS		Options
Edit	Amy	Fisher	+6177777777	1118	Unassigned	Team Sydney	AUS		Options
Edit	Collin	Smith	+6177777777	2772	Unassigned	Team Sydney	AUS		Options
Edit	Jess	Whyte	+6177777777	1119	Unassigned	Team Sydney	AUS		Options

## Advanced Services

The Advanced Services menu lists the advanced features that can be configured for your Company. The configurable options are grouped under headings *Call Routing*, *Site Package Settings*, *Productivity Services* and *A La Carte* (depending on any additional options a particular site may have purchased) .

**Advanced Services** Site: Team Sydney

Filter

Call Routing

**Auto Attendants**  
An automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.

**Hunt Groups**  
Automatically distributes incoming calls to a group by finding an available agent based on the configured policy and hold calls in queue while playing announcements and music when all agents are busy. Offers advanced routing features when sending calls to agents and sending callers out of the queue.

**Call Centers**  
Automatically distributes incoming calls to a group by finding an available agent based on the configured policy and holds calls in queue while playing announcements and music when all agents are busy. Offers advanced routing features when sending calls to agents and sending callers out of the queue.

**Call Queues**  
Automatically distributes incoming calls to a group by finding an available agent based on the configured policy and holds calls in queue while playing announcements and music when all agents are busy.

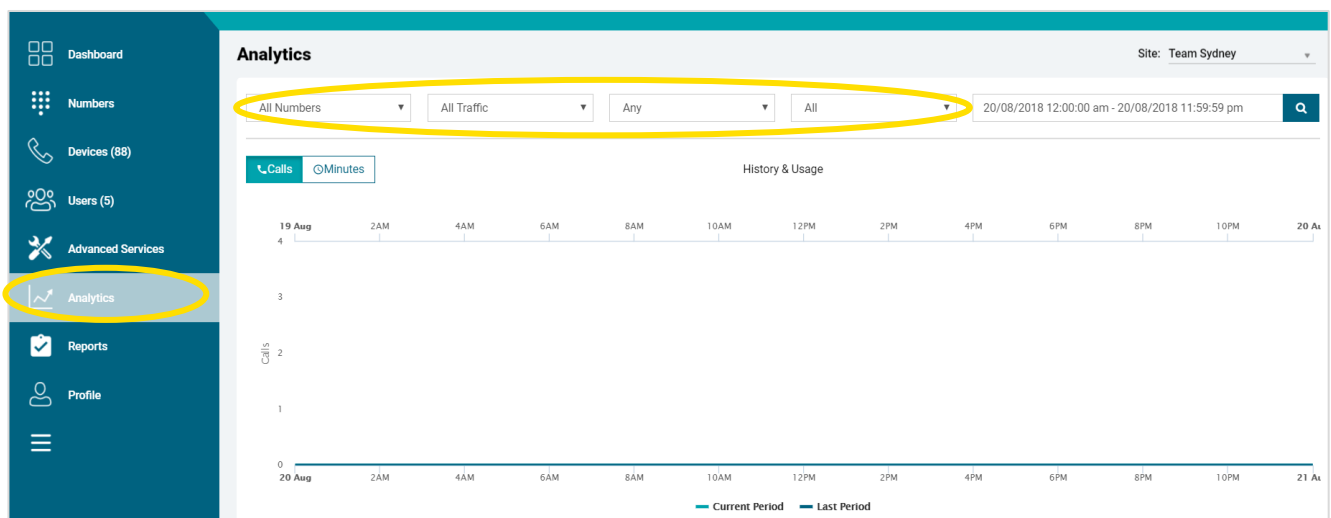
**Call Pickup**  
Allow employees to answer any ringing line in their call pickup group.

**Call Park**  
Provides a hunting mechanism so that when parking a call, the service hunts for an available user in a configured call park group as a place to park the call.

▼ Site Package Settings
<b>Scheduling</b> Time schedule is used to support other features (e.g. auto attendant). A time schedule establishes a set of timeslots in which a feature can execute specific behaviour.
<b>Voice Portals</b> Provides an IVR interface that can be used by Site administrators to manage Automated Attendant announcements and by Site users to call from any phone to access their voice mailbox messages or to change their passcode.
<b>Office Anywhere</b> This service allows users to receive calls to their main telephone number on any landline or wireless devices. The Office Anywhere portal is available to user's of this feature to make outbound calls from any device which displays the Caller ID number of their main telephone number.
<b>Music On Hold</b> Play music for callers on hold.
<b>Outbound Calling</b> Sets the Site default for allowing or blocking calls to specific call types (Local, Long Distance, International, Directory Assistance, Operator Assistance and special/premium).
<b>Location Code</b> Location Code enables the creation of a unique 1 to 6 digit code for a single site. When enabled, users from one site can call another using the location code plus extension instead of a full telephone number.
▼ Productivity Services
<b>Group Paging</b> A site level feature that allows a user to initiate a unidirectional page to a predefined set of users simply by dialing an assigned phone number or extension.
<b>Collaborate Bridge</b> A conference bridge included and available for user's of the Collaborate bundle.

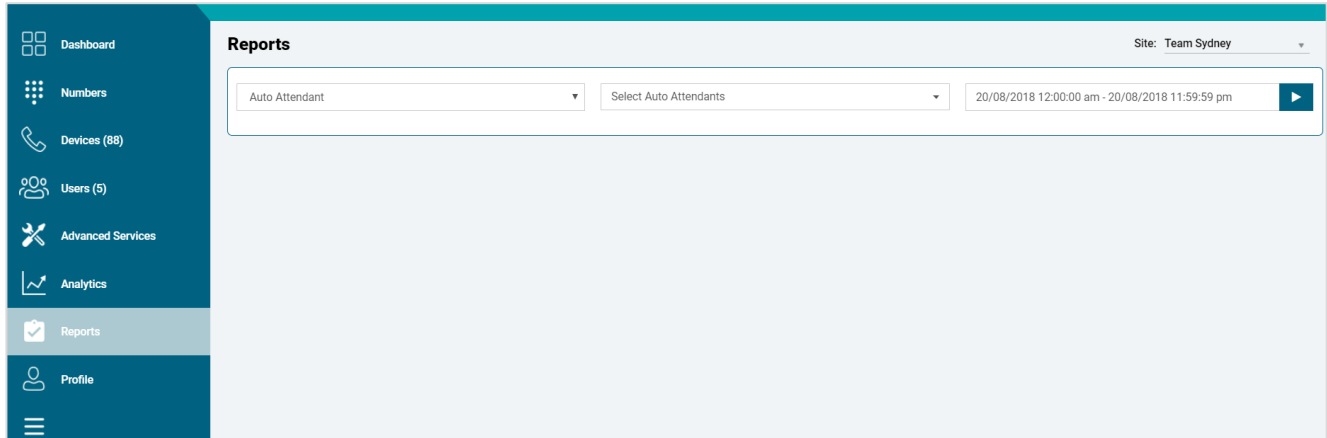
## Analytics

View Analytics to get an analysis of **Call History** and **Usage** in **Minutes** or **Calls**. Click on the drop down arrows to filter special criteria

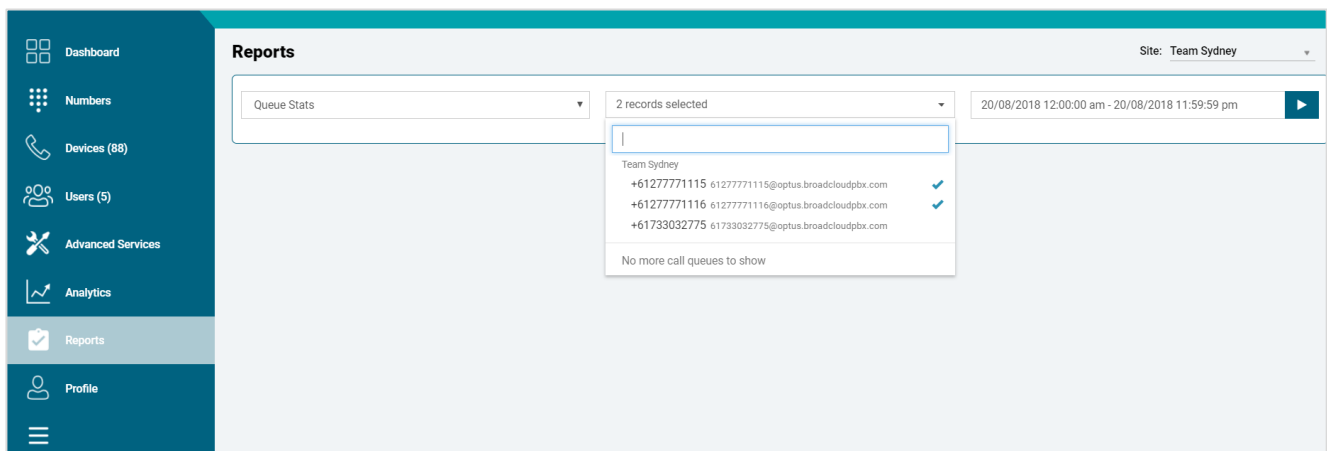


## Reports

The Reports menu lets you select to run reports on Auto Attendants and Call Queues.



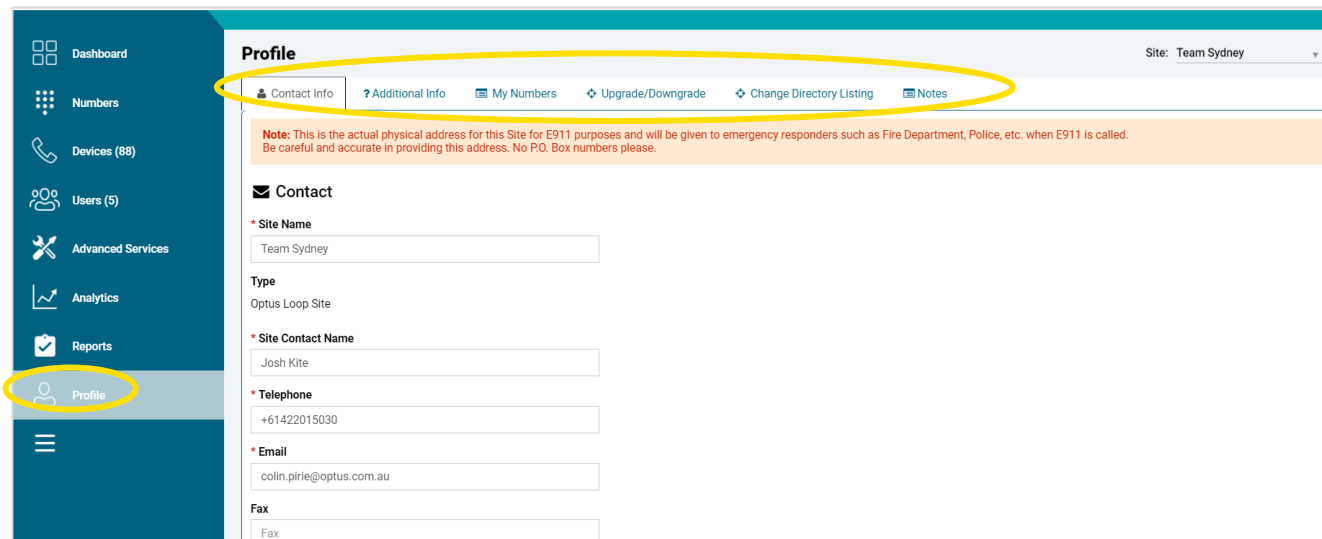
1. Select your site from the **Site** dropdown
2. Select the **Reports** menu
3. Select the **Auto Attendants** or **Call Queue/s**
4. Select a time frame for the report
5. Click the to display your report



Queue Stats			2 records selected			20/08/2018 12:00:00 am - 20/08/2018 11:59:59 pm			
									<div>Calls Currently in Queue</div> <div>Export</div>
Phone Number	Hold Time (min)	Call Time (min)	Calls Abandoned	Average duration of an Abandoned (min)	Average Wait Time (min)	Calls Answered	Site	Country	
+61277771115	0.00	0.00	0	0.00	0.00	0	Team Sydney	AUS	
+61277771116			0	0.00	0.00	0	Team Sydney	AUS	

## Profile

View site specific information from the **Profile** menu to get an overview of site contact information, numbers Directory Listing and Notes.



**Profile** Site: Team Sydney

[Contact Info](#)
[Additional Info](#)
[My Numbers](#)
[Upgrade/Downgrade](#)
[Change Directory Listing](#)
[Notes](#)

**Note:** This is the actual physical address for this Site for E911 purposes and will be given to emergency responders such as Fire Department, Police, etc. when E911 is called. Be careful and accurate in providing this address. No P.O. Box numbers please.

**Contact**

\* **Site Name**  
Team Sydney

**Type**  
Optus Loop Site

\* **Site Contact Name**  
Josh Kite

\* **Telephone**  
+61422015030

\* **Email**  
collin.pirie@optus.com.au

**Fax**  
Fax

1. Select your site from the **Sites** drop down menu
2. Select the **Profile** menu
3. Click on the relevant tab at the top of the menu to make your change