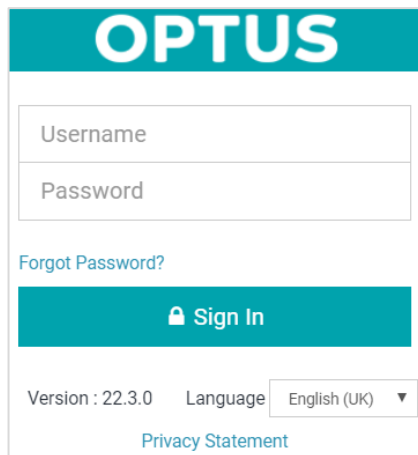# Optus Loop REP Admin Portal Overview

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*
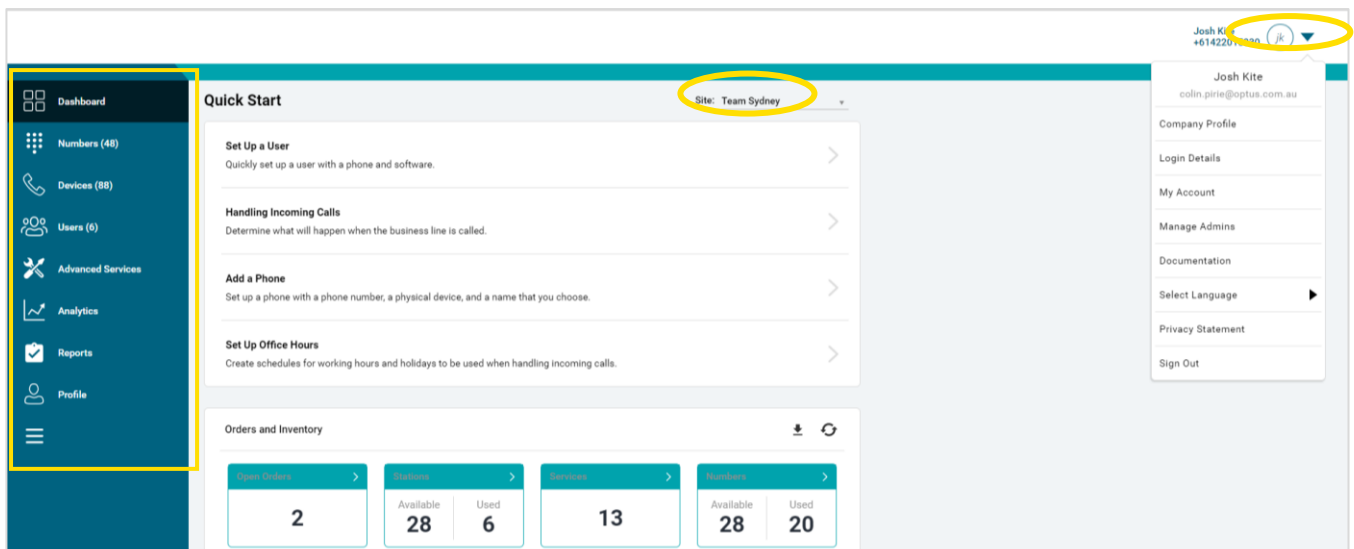
Dashboard

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

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

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

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 ▾

Sidebar menu:
- Dashboard
- Numbers (48)
- Devices (88)
- Users (5)
- Advanced Services
- Analytics
- Reports
- Profile

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

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)* .

Site Package Settings

Scheduling
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.

Voice Portals
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.

Office Anywhere
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.

Music On Hold
Play music for callers on hold.

Outbound Calling
Sets the Site default for allowing or blocking calls to specific call types (Local,Long Distance, International, Directory Assistance, Operator Assistance and special/premium).

Location Code
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

Group Paging
A site level feature that allows a user to initiate a unidirectional page to a predefined set of users simply by dialing ab assigned phone number or extension.

Collaborate Bridge
A conference bridge included and available for user's of the Collaborate bundle.
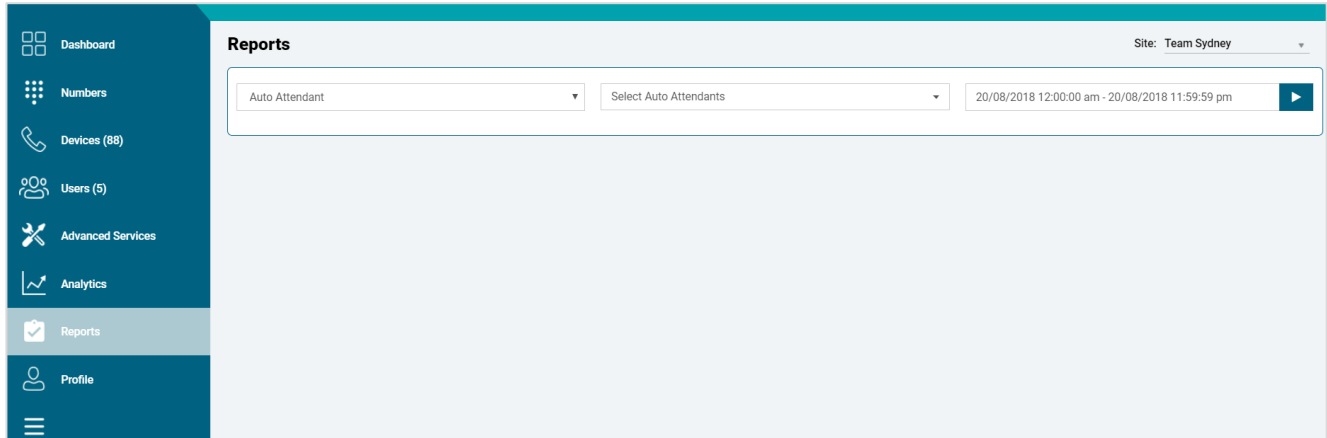
Analytics

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
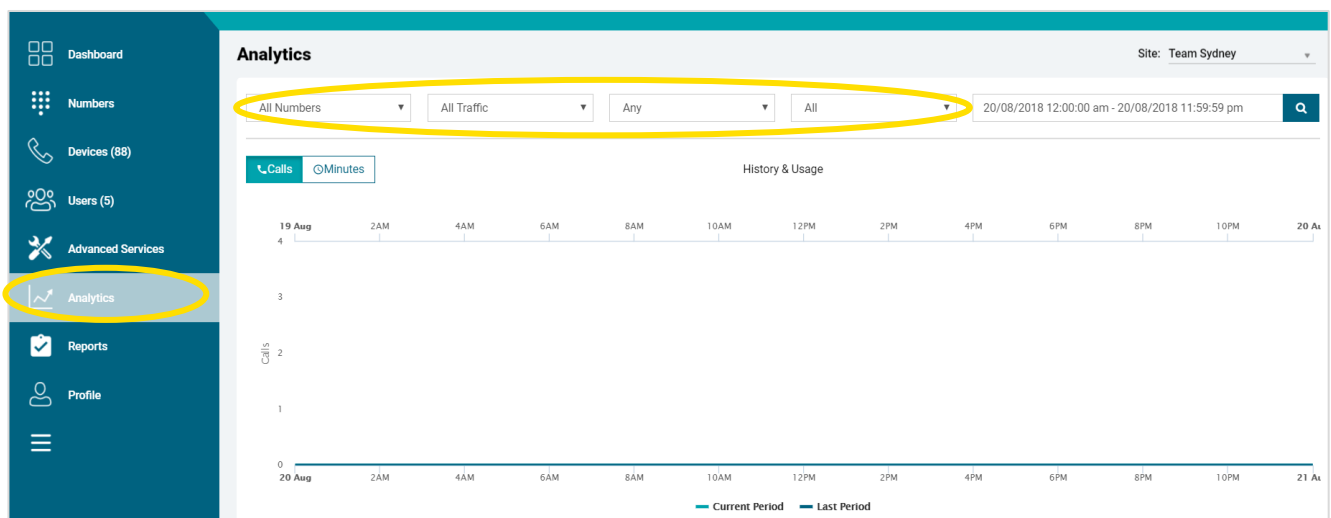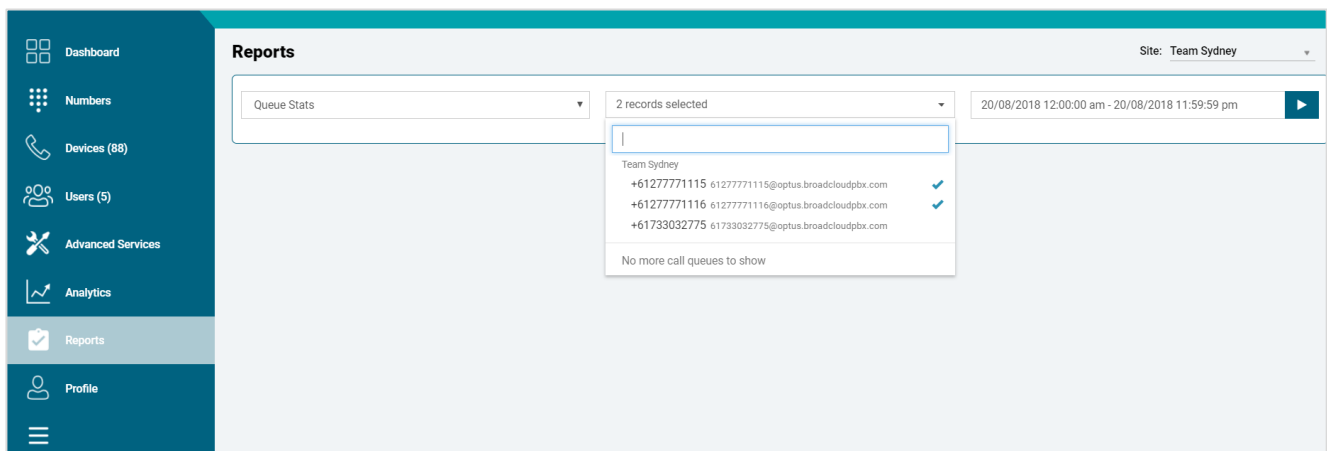
Reports

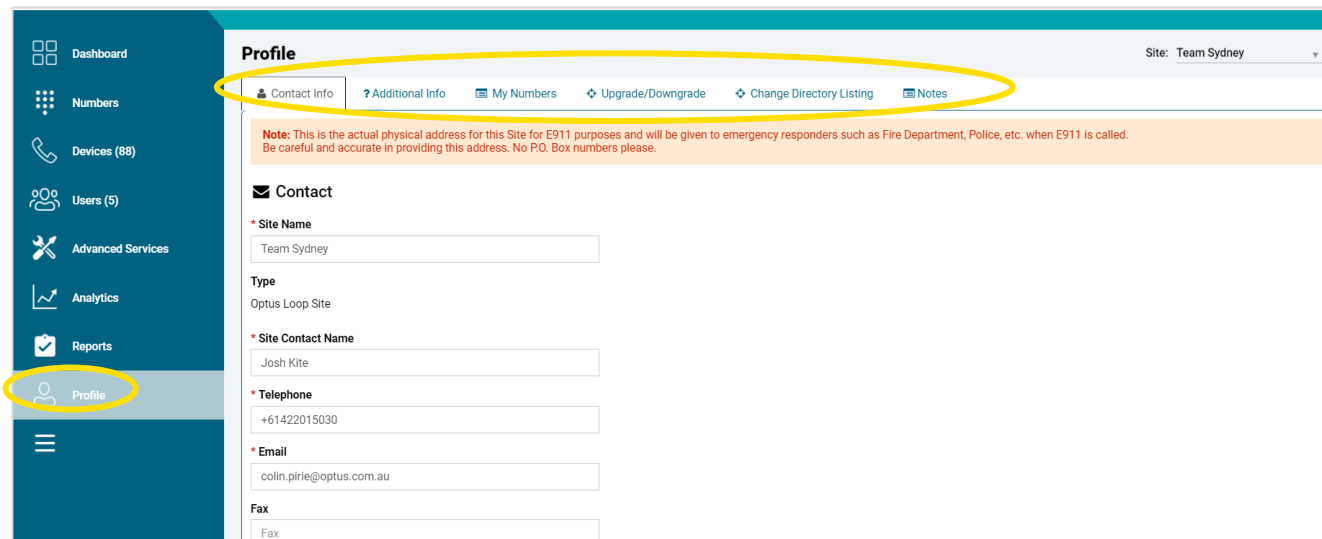The Reports menu lets you select to run reports on Auto Attendants and Call Queues.

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

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.

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