



TotalTalk™: Enhanced Voice Add-ons.

**Detailed Guide to Superloop TotalTalk™ Enhanced Voice Add-ons
AND myTelephony Self-Service Portal.**

Superloop TotalTalk™ Enhanced Voice Add-ons.

The TotalTalk™ VoIP platform supports a flexible add-on licensing model, allowing businesses to tailor their telephony environment to specific operational needs. Add-ons can be licensed per user, per seat, or per function, depending on the module. These enhancements unlock advanced features that improve call handling efficiency, customer service delivery, internal collaboration, and business intelligence. Together, they transform a standard voice system into a full-featured unified communications platform.

Enhance Your TotalTalk™ Experience!

Each optional **Enhanced Voice Add-on** licence introduces enhanced communication features that support effective customer engagement while streamlining internal workflows, enabling your organisation to deliver a superior service experience.

Unlock even more value from your TotalTalk™ solution!



Call Recording

Compliant Cloud based call recording.



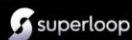
ACD Agent

Advanced Call Distribution (ACD) capabilities.



ACD Supervisor

Tools for team leaders to monitor activity.



TotalTalk™

Enhanced Voice Add-ons



CRM Integration

Seamless connectivity to leading CRM platforms.



Wallboard

Display real time call performance metrics & KPIs.



Switchboard

Interactive attendant console for administrators.

For More information, contact our Business Sales Team.

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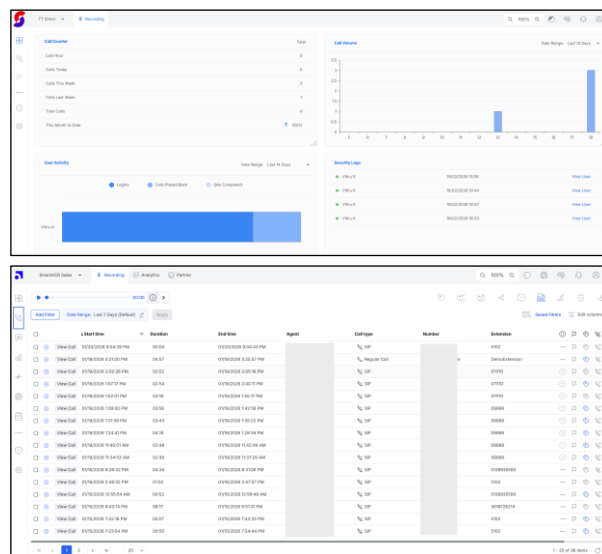
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Call Recording.

Call Recording enables secure, automatic or on-demand recording of inbound and outbound calls. These recordings can be stored, searched, replayed, and exported to meet compliance requirements, aid in training, or resolve disputes. The feature supports GDPR-compliant data handling and can be configured with storage retention rules to suit industry-specific needs.

Call Recording Add-on:

- **Compliant call recording anytime, anywhere:** Enable the hybrid workforce of today with a safe and secure, multi-tenant compliant call recording solution that turns voice data into business intelligence gold.
- **Flexibility and Scalability:** Works equally well across all sizes of operations – from casual recording to the most heavily regulated customer service operations.
- **Advance Playback & Tagging** plus Legal Hold.
- **Unlimited Audio Storage** for 12 months.
- **Call reporting Dashboard.**
- **Selective Transcription and Summarisation.**



Automatic Call Distribution (ACD).

Automatic Call Distribution (ACD) can transform your customer service operations. ACD is an essential business tool for managing customer service calls, improving response times, and enhancing call handling efficiency. This feature is designed to intelligently route incoming calls to the most appropriate agent, department or queue based on pre-defined rules and criteria.

ACD Features:

- **Web-Based Administration:** Easily configure and manage agents, supervisors, and ACD groups.
- **Customisable ACD Scenarios:** Intuitively tailor ACD scenarios to your needs:
 - **Round Robin:** Distributes calls sequentially among available agents to ensure equal workload distribution.
 - **Skill Based Routing:** Matches callers with agents who possess the relevant skills.
 - **Longest Idle:** Assigns calls to the agent who has been idle the longest.
 - **Priority Queuing:** Routes high-value or urgent customer calls ahead of standard calls based on account tier or caller ID.
- **Feature-Rich Agent App:** Boost productivity with our web or native app, including softphone capabilities.
- **Callback Service:** Allow callers to hang up and stay in the queue for a callback.
- **Real-Time Wallboard*:** Monitor key performance indicators.
- **Analytics & Reporting*:** Track agent and ACD group performance.
- **Calendar Management*:** Set up and assign operating hours.
- **Directory & Voicemail:** Improve service with efficient directory access and voicemail management.

* Additional licenses and charges may be applicable.

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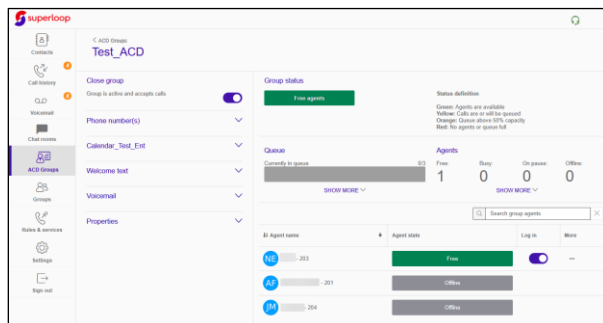
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ACD Agent Add-on:

The Automatic Call Distribution (ACD) Agent add-on equips front-line users with a professional-grade toolkit for managing call queues and routing strategies. It supports features such as real-time call stats, presence awareness, call tagging, and performance monitoring. This add-on is ideal for helpdesks and customer service teams who require structured call workflows and user-level visibility.

ACD Agent – a solution for mastering phone communications and optimising call management. With ACD Agent, gain control over call priorities, queuing, and handling through the desktop application.

- **Connect or disconnect** from ACD groups as needed.
- **Pause Functionality:** Temporarily halt call reception to manage workload efficiently.
- **Group Insights:** Access real-time information on group activities, including agent status and distribution policies.
- **Live Data Visualisation:** Track real-time updates on call queues, agent status, and group properties.
- **Group Calendar & Visual Queues:** Manage group schedules and monitor call flow efficiently.

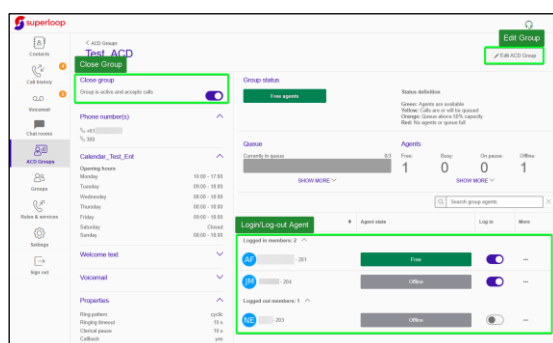
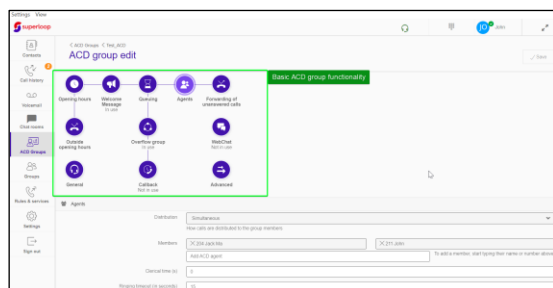


ACD Supervisor Add-on:

Designed for team leaders of ACD Groups, the ACD Supervisor add-on provides an intuitive dashboard with live monitoring of agent activity, call whisper and barge-in functions, and historical reporting. Supervisors can track KPIs such as call wait times, abandoned calls, and agent productivity—empowering data-driven coaching and service improvement.

Unlock the full potential of your customer service teams with the advanced ACD Supervisor features in the desktop application. As an ACD Supervisor, you have the power to seamlessly monitor and manage agent interactions, ACD groups, call flows, and access real-time statistics and reporting.

- **Access to Reports.**
- **Access and supervise** ACD groups.
- **Monitor agent statuses** and manage agent activities.
- **Add, modify, or delete agents** in ACD groups, and log agents in or out of groups instantly.
- **Set up tailored calendars** for each ACD group.
- **Supervise customer presence** for each ACD Queue.
- **Utilise listen in, barge-in and steal functions** to assist agents in real-time, ensuring top-notch customer support.
- **Visualise group properties** and real time updates for data like calls in queue, agent status, calls in overflow, priority settings, ring patterns and more.



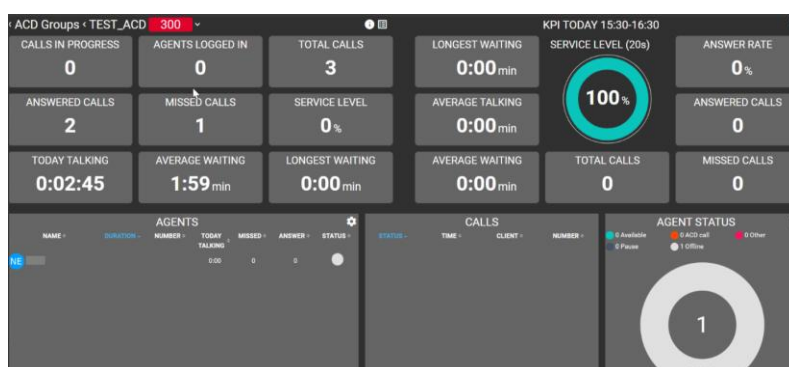
Wallboard Integration.

The Wallboard integration provides live visual reporting for sales or customer service teams. It displays real-time call metrics such as queue lengths, wait times, agent availability, and service level performance. Wallboards can be customised per team or department and are ideal for display on large screens or dashboards, enabling proactive management of call volumes and performance targets.

Wallboard Add-on.

Elevate your customer service teams with Wallboard, designed to provide real-time insights and comprehensive performance metrics for all your ACD groups or specific ones.

- **Real-Time Metrics:** Instantly view performance indicators like escalation counters, agent status, and queue availability.
- **Performance Tracking:** Analyse metrics over time to spot trends and improvements.
- **Comparative Analysis:** Compare current performance with past periods to measure progress and efficiency.
- **Comprehensive Insights:** key indicators such as average response rate, average wait time, and the percentage of service level for a comprehensive assessment.

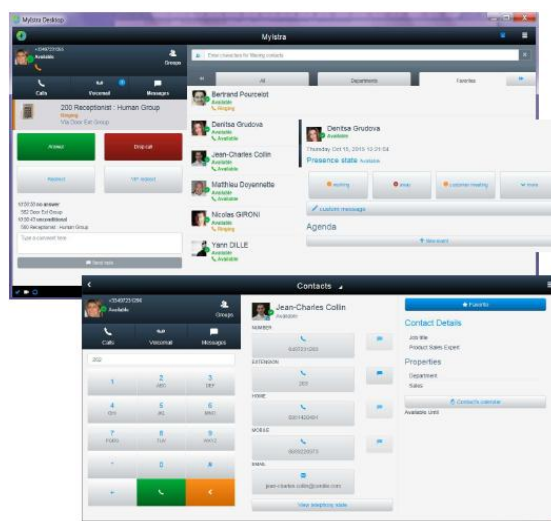


Switchboard Operator.

The Switchboard feature is tailored for receptionists and front desk staff who need to manage a high volume of incoming calls. It offers a real-time visual overview of all users and extensions, drag-and-drop call transfers, and status-based routing. This ensures fast, accurate call handling and enhances the caller's first impression of the business.

Switchboard Add-on:

- **Manage users:** Change forwarding rules & presence.
- **Company directory:** Manage profiles and settings published in the corporate directory.
- **Agenda:** Access and manage employee's agendas.
- **Call management:** Answer and distribute incoming calls plus VIP redirect: bypassing a forwarding rule set.
- **Keyboard shortcuts:** Shortcuts to manage calls, send email, SMS or instant messaging.
- **Dialler search:** Tool to assist fast contact search.
- **Supervision/Monitoring:** Intercept calls and monitor company or specific users.
- **Barge In/Barge Out:** Conference into an active call of another user.



For More information, contact our Business Sales Team.

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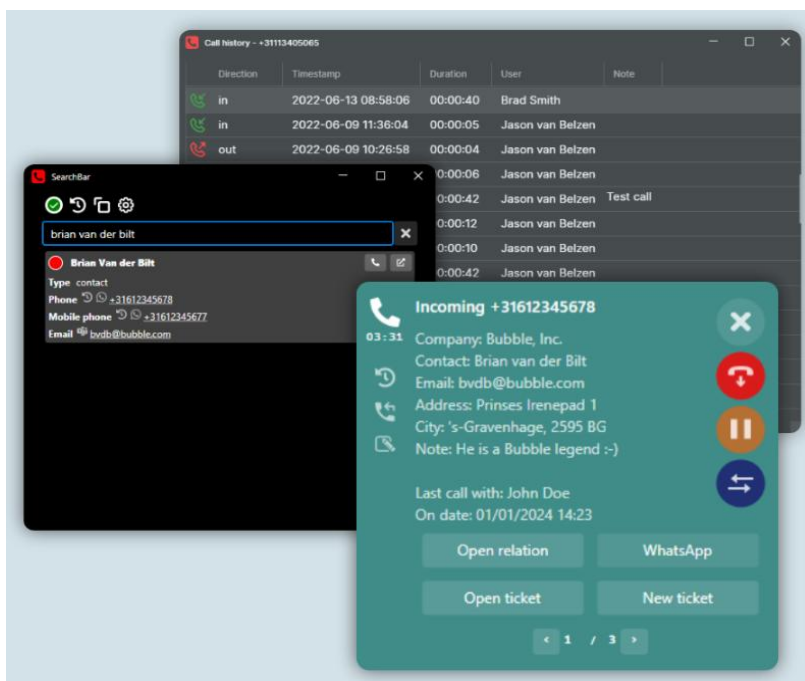
CRM Integration.

Increase Customer Satisfaction with Integrated CRM Solution

The TotalTalk™ platform integrates seamlessly with popular CRMs using the Red Cactus connector. This integration provides screen pops with customer data on incoming calls, click-to-dial from within the CRM, automatic call logging, and caller history visibility. These features streamline workflows, reduce call handling time, and improve customer satisfaction.

CRM Integration Add-on.

- **Click-to-Dial:** Initiate phone calls directly from your CRM or web browser with a single click.
- **Activity Hub:** A central place to view and manage activities like call logs and transcriptions, with options for manual or automatic saving to the CRM.
- **Customisable Pop-up:** Configure the pop-up notification to show specific customer information and action options.
- **Call Control:** Manage calls (answer, end, hold, transfer) directly from the pop-up notification, if your telephony platform supports it.
- **Compatibility to over 200 CRM Systems:** Seamlessly integrate with your favourite CRM systems to ensure a smooth flow of data between your sales and marketing teams.



Hardware Add-on.

Need hardware to go with your TotalTalk™ services? Superloop offer a range of plug and go hardware that are pre-configures and fully compatible to work seamlessly with TotalTalk™. With options ranging from basic DECT handset to Premium level phone for exec and low-cost wired to Bluetooth wireless headset, Superloop will have a hardware suitable for your employees' functions and needs.



Choice of payment options available.

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Superloop TotalTalk™ Purchase Options.

Purchase as many TotalTalk™ Enhanced Voice Add-ons licenses as you need based on your employees and business needs.

Add-ons	Terms	Purchase Options
Call Recording	M2M	Monthly Access Fee per license - Requires Premium License.
ACD Agent	M2M	Monthly Access Fee per license - Requires Premium License.
ACD Supervisor	M2M	Monthly Access Fee per license - Requires Premium License.
Switchboard	M2M	Monthly Access Fee per license - Requires Premium License.
Wallboard	M2M	Monthly Access Fee per Wallboard - Requires Premium License.
CRM Integration	M2M	One Time Setup charge per CRM Integration + Monthly Access Fee per license.
Hardware	Outright or 24 Months	Choice of Outright (One Time Charge) OR 24 monthly handset payment option.

Frequently Asked Questions.

Q Can I have numerous add-on license per user?

A Yes – a user can have more than one add-on license i.e. a user can have Call Recording, ACD Agent and CRM Integration added to their Premium License.

Q Do you offer physical handset or headset?

A Yes – we have a range of pre-configured and plug and go handsets and headsets available to be purchased separately. Please contact our Business Sales team for available option and pricing.

Q Will Superloop help us set up the add-ons for my business?

A Yes – as part of the onboarding journey Superloop expert VoIP engineer will work with your assigned IT representative to set up TotalTalk™ and any add-ons purchased for your business and run your team through how to use it. We will also provide helpful user guides for reference.

Q How do I know if my CRM platform will be compatible with Superloop TotalTalk™?

A Superloop TotalTalk™ is compatible with over 200 CRM platforms. You can contact our Business Sales team for the full list of compatible CRM platforms.

Q Can I add more TotalTalk™ Premium License and/or add-ons as my company grows?

A Yes – Superloop TotalTalk™ is designed to grow with your business and changing needs so you can add/remove Premium License and/or Add-ons. Condition applies.

Get in touch

For more information, please contact our Business Sales Team or your Account Manager.

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