



# TotalTalk™.

**A Complete Guide to Superloop TotalTalk™**  
**Unified Communications for the Modern Workplace.**

## What is Superloop TotalTalk™?

Superloop TotalTalk™ platform delivers a unified cloud-based communications solution designed to meet the demands of modern business users. Built on a powerful and scalable architecture, this platform enables seamless voice, messaging, and collaboration experiences – anytime.

Whether you're operating a small team or scaling across hundreds of users, our multi-line Voice over Internet Protocol (VoIP) offering adapts to your needs with enterprise-grade features, integration flexibility, and high reliability.

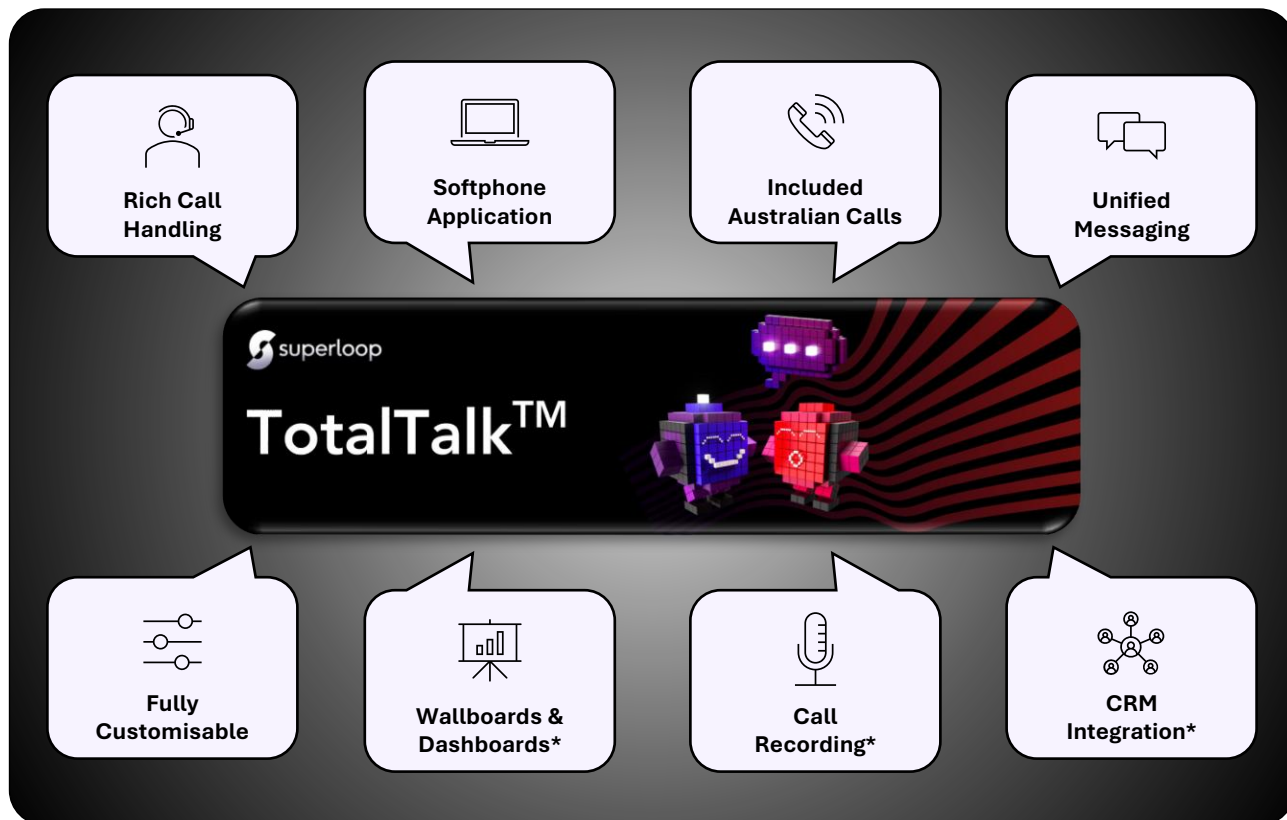
## Key Product Highlights.

An all-in-one cloud-based business communications system with advanced business call features and a fully hosted business-grade collaboration platform, which can be installed rapidly, is easy to use, fully flexible and will evolve and grow with your business.

| True Unified Communications                                                                                  |                                                                                                     |
|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| Integrated cloud PBX, messaging, and collaboration tools in one fully customisable and easy to use platform. |                                                                                                     |
| Converged Communication Platform                                                                             |                                                                                                     |
| Advanced call routing, IVRs, wallboards, and compliant call recording in a built-in communications hub.      |                                                                                                     |
| Multi-Device Flexibility                                                                                     | Full Integration Potential                                                                          |
| Compatible with desk phones, DECT handsets, webRTC browsers, and more via included Softphone Application.    | Works with variety of platforms including Azure AD, CRMs, ERPs, and other 3rd party systems.        |
| Rapid Innovation                                                                                             | 24x7 Managed Service & Support                                                                      |
| Fast delivery of new features and AI enhancements through a continuous integration model.                    | Round-the-clock expert assistance and support to assist with business continuity and peace of mind. |

## Superloop TotalTalk™ Key Features.

Superloop TotalTalk™ is a fully hosted business-grade collaboration platform with customisable features that enable you to tailor TotalTalk™ based on your business and operation needs.



## Benefits for Businesses.

Enhance customer experience and deliver a brilliant user experience to your team.

| Empower Hybrid Work                                                                    | Speed & Simplicity                                                                        |
|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Keep your team connected, regardless of where they work.                               | Deploy quickly with minimal setup and intuitive management.                               |
| Future-Proof                                                                           | Operational Efficiency                                                                    |
| Continuously evolving roadmap aligned to modern workplaces.                            | Streamline communications and reduce legacy system costs.                                 |
| Enhanced Customer Experience                                                           | Carrier-Grade Availability                                                                |
| Deliver a professional impression through smarter call handling and faster resolution. | Built on a robust platform delivering high uptime and assisting with business continuity. |

\* Optional Add-ons - Additional charges applicable

**For More information, contact our Business Sales Team.**

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## Superloop TotalTalk™ Product Offering.

Superloop TotalTalk™ comprises of a mandatory **Premium License** required per user.

### TotalTalk™ Premium License

**TotalTalk Premium License designed to establish an optimal voice solution for your organisation.**

**Superloop TotalTalk™ Premium License** provides each user with comprehensive telephony capabilities equivalent to a traditional PABX, including call waiting, call forwarding and voicemail. It also includes unlimited Australian calls and a fully integrated softphone application.



**Softphone  
Application**



**PABX  
Call Features**



**Unlimited Australian  
Based Calls**



**Unified  
Messaging**

**Enhance Your TotalTalk™ Experience** through adding optional **Enhanced Voice Add-ons** licenses to tailor TotalTalk™ exactly to your employee's role and overall business needs:

### Enhanced Voice Add-ons

**Unlock even more value from your TotalTalk™ solution** with a suite of optional Enhanced Voice Add-ons designed to boost performance, visibility, and integration across your communications environment.

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



With the ability to add, remove or reassign each Enhanced Voice Add-ons license to your users you have the flexibility to adapt TotalTalk to changes in employee's roles and needs.

**Hardware Add-on options** are available if you need a physical phone or headset to go with your TotalTalk solution:

### Hardware Add-ons

Choose from a range of handsets and headsets to further tailor your TotalTalk solution to your employee's needs.

Available to be purchased separately, all handsets are supplied pre-configured and ready to plug and go.



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## Superloop TotalTalk™ - Premium License.

**Superloop TotalTalk™ Premium License** provides each user with access to all the UC telephony call features, just like a traditional PABX, together with Unlimited calls to Australian based numbers AND to landlines and mobiles in 12 selected International Countries.

Manage your Superloop TotalTalk phone system with the **myTelephony Self-Service Portal**, providing you with enhanced operational autonomy and streamlined administrative control.

### Key Features and Inclusions:

|                                    |                                                                                                                                                                                                                                                                            |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Softphone Application.</b>      | <ul style="list-style-type: none"> <li>• <b>Softphone Desktop Application</b> for Windows or Mac OS allowing users to quickly and simply access features such as rules management (groups, forwarding and services), directory, unified messaging and presence.</li> </ul> |
| <b>Keep your existing numbers</b>  | <ul style="list-style-type: none"> <li>• <b>Port-in Existing Numbers</b> OR Get new Direct Inward Dialling (DID) numbers: the choice is yours.</li> </ul>                                                                                                                  |
| <b>Unlimited Australian Calls.</b> | <ul style="list-style-type: none"> <li>• <b>Unlimited calls to Australian</b> local, national, mobile and 13/1300/1800 based numbers.</li> </ul>                                                                                                                           |
| <b>International Calls.</b>        | <ul style="list-style-type: none"> <li>• <b>Unlimited calls to Landlines and Mobiles in 12 International countries:</b> UK, USA, Canada, New Zealand, Singapore, France, China, Hong Kong, Japan, India, Croatia and Germany.</li> </ul>                                   |
| <b>Call queues and parking</b>     | <ul style="list-style-type: none"> <li>• <b>Direct incoming calls</b> to a designated group of users or extensions, so calls are answered by the most appropriate user.</li> </ul>                                                                                         |
| <b>IVR/Auto Attendant</b>          | <ul style="list-style-type: none"> <li>• <b>An auto receptionist</b> that answers the phone with a personalised message and provides options to callers</li> </ul>                                                                                                         |
| <b>Voicemail to email</b>          | <ul style="list-style-type: none"> <li>• <b>Forwards voicemail messages</b> as audio files to your email inbox. Allowing access to voicemail recordings from any device via email.</li> </ul>                                                                              |
| <b>Hunt groups</b>                 | <ul style="list-style-type: none"> <li>• <b>Simultaneous ring/sequential ring:</b> distributing phone calls from a single telephone number to a group of several phone lines.</li> </ul>                                                                                   |



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## TotalTalk™ myTelephony Portal.

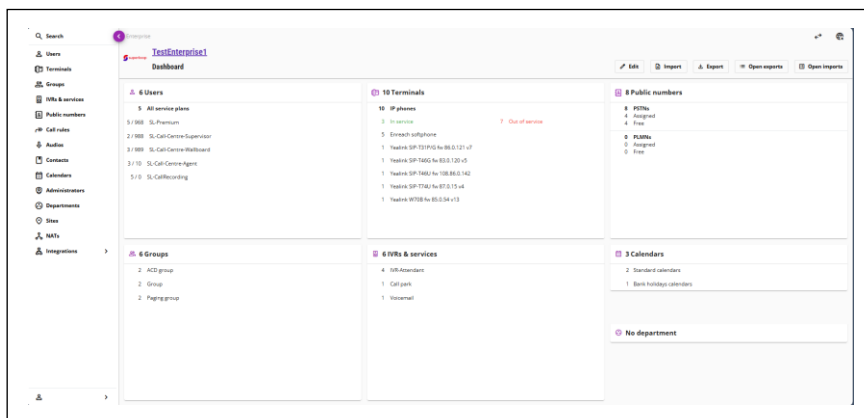
The myTelephony portal is designed to empower businesses with greater control over their communication services through streamline operations, enhance flexibility, and improve overall user experience for businesses leveraging UCaaS solutions.

Tailored to meet the needs of company administrators, this portal provides a centralised interface for your administrators to manage critical aspects of your TotalTalk services and selected Enhanced Voice add-ons licenses including user accounts, group configurations, phone assignments, PLMN numbers, sites, departments, call rules, and audio customisation, among other key functionalities.

### Key Features:

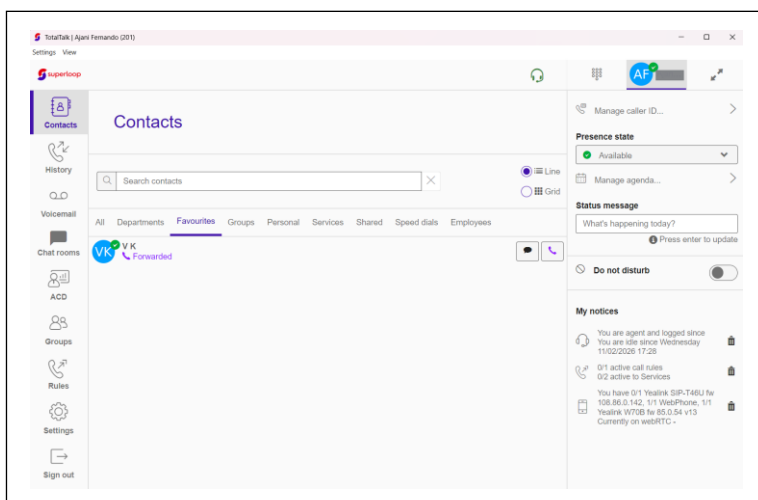
**Self-serve capabilities** for administrator to manage TotalTalk™ platform including creating and managing:

- **User profiles.**
- **Sites and departments** within the enterprise.
- **Phone terminals with** available public numbers.
- **Various types of Call Groups** including ACD Groups.
- **Call Rules and Services** at both individual and group extension level.



## TotalTalk™ Softphone Desktop Application.

The **Softphone Desktop Application**, enables users to manage unified communications settings, contacts, call handling, call groups and ACD (Automatic Call Distribution) groups for customer contact scenarios. It includes instructions for essential features like call history, voicemail, group management, presence settings, and troubleshooting.



### Key Features:

- **Phone Management.**
- **Contacts Display:** view and manage one or several contact directories.
- **Call History and Logs.**
- **Chat Room:** instantly message an internal member/s.
- **ACD Group Management:** user can view and manage their assigned ACD group.

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## 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.

### Enhanced Voice Add-ons.

The below modular features are available as add-ons and can be tailored to your specific business and operational needs.

|                              |                                                                                                                                                                                                                                                     |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Call Recording</b>        | <ul style="list-style-type: none"> <li>Cloud-based call recording for quality assurance, training, and auditing.</li> </ul>                                                                                                                         |
| <b>ACD Agent</b>             | <ul style="list-style-type: none"> <li>Advanced call distribution (ACD) capabilities with role-based queue handling, status control, and real-time updates.</li> </ul>                                                                              |
| <b>ACD Supervisor</b>        | <ul style="list-style-type: none"> <li>Tools for team leaders to monitor, barge, whisper, and report on agent activity.</li> </ul>                                                                                                                  |
| <b>Switchboard Operator</b>  | <ul style="list-style-type: none"> <li>Interactive advanced attendant console for administrative roles enabling in-house or outsourced receptionists to efficiently manage internal and external contacts and distribute customer calls.</li> </ul> |
| <b>Wallboard Integration</b> | <ul style="list-style-type: none"> <li>Display of up-to-the-minute call performance metrics and KPI information enabling real time service monitoring, management &amp; optimisation.</li> </ul>                                                    |
| <b>CRM Integration</b>       | <ul style="list-style-type: none"> <li>Seamless connectivity to leading CRM platforms to enable click-to-dial, screen pops, and call logging.</li> </ul>                                                                                            |

## Superloop TotalTalk™ - Hardware Add-on Options.

Complete your Superloop TotalTalk™ voice solution by adding on pre-configured and plug and go handsets and/or headsets. Perfect for your employees that are always on the phone.

| Handsets                                                                                                                                                                                                                                                                           | Headsets                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Range of handsets available from Basic DECT Handsets, ideal for employees with small call loads, to Premium-level phones, ideal for executives and busy managers with heavy call loads.</p>  | <p>Choose from a range of Low Cost and Reliable Headset suitable for all employees.</p>  |
| Choice of Outright payment or monthly repayment options available.                                                                                                                                                                                                                 |                                                                                                                                                                               |

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## Frequently Asked Questions.

**Q I have VoIP services with another VoIP provider can I transfer them to Superloop TotalTalk™?**

A Yes, you can bring your existing VoIP services from another provider across to Superloop TotalTalk™. Although, once your services are active on Superloop TotalTalk you will need to contact your previous provider to cancel your account. Please also be aware of any cancellation fee that may be applicable from your previous provider.

**Q Can I keep my existing numbers?**

A Yes, we support number porting and geographic routing to ensure a seamless transition.

**Q Do I need a Superloop Internet Connection to get Superloop TotalTalk™?**

A No, you can get Superloop TotalTalk™ as a standalone product, although we do recommend you combine Superloop TotalTalk™ with a Superloop internet connection to ensure full compatibility as well as ease of managing all your connectivity products.

**Q Is Superloop TotalTalk™ compatible with all internet connection technology and speeds?**

A Yes, Superloop TotalTalk™ will work with all internet connection technologies. The minimum internet connection speed will be dependent on the number of TotalTalk™ users you sign up although we recommend a minimum speed of 100/40Mbps.

For peace of mind on compatibility, we recommend you combine Superloop TotalTalk™ with one of Superloop's Connectivity products (Totalbiz or Probiz).

**Q Can I customise Superloop TotalTalk features based on my business needs?**

A Absolutely. The platform is fully customisable, and you can tailor your Superloop TotalTalk service with a range of rich PBX, IVR, ACD wallboards, and call reporting features. Additional charges are applicable.

**Q How is this different from other VOIP solutions?**

A Our platform is built on a modern, multi-tenant architecture that supports converged contact solutions. It is built to scale, integrates easily with your ecosystem, and is optimised for today's modern workforce.

### Get in touch

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

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