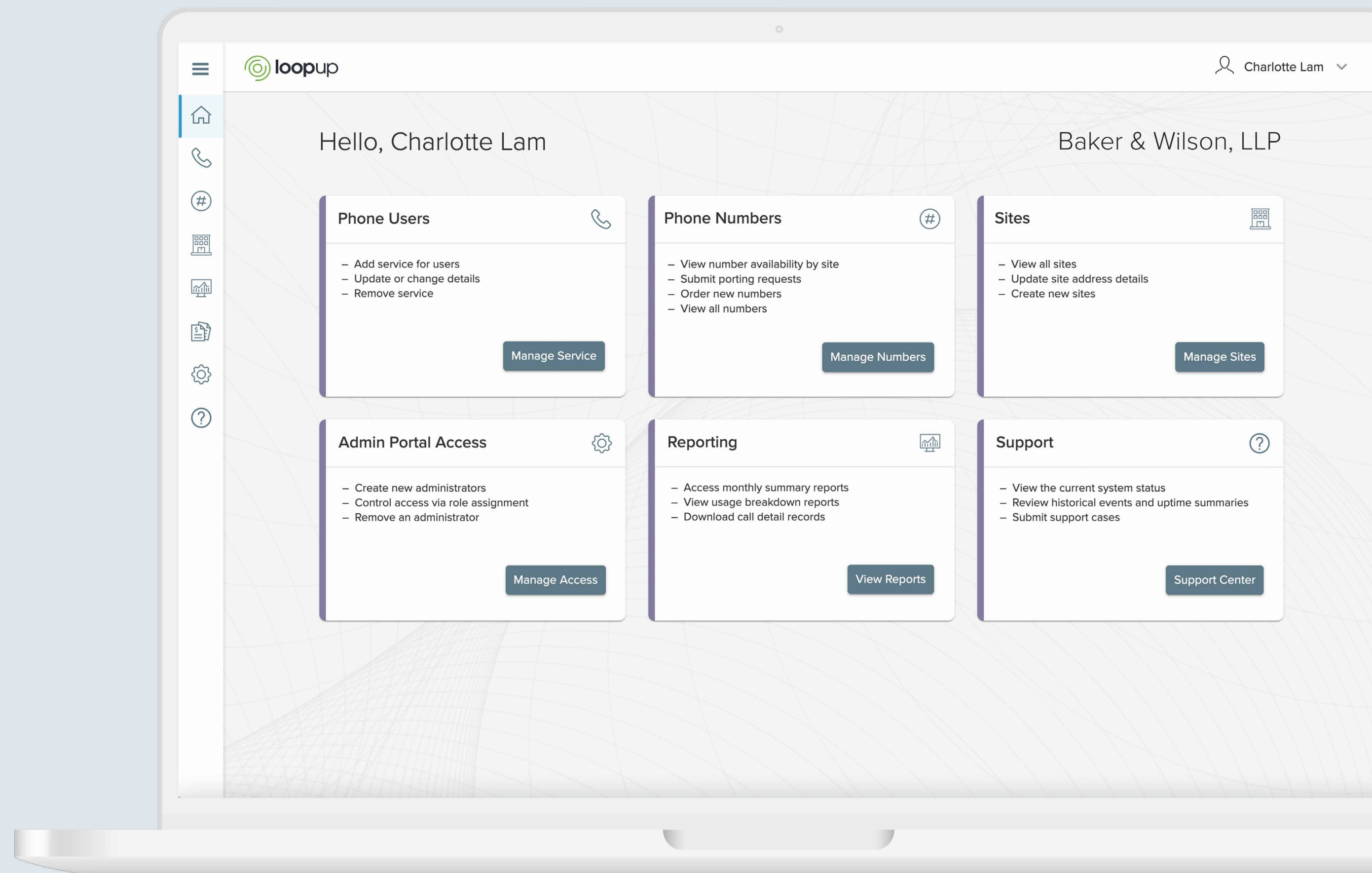


## PRODUCT GUIDE

# Cloud Telephony Admin Portal (CTAP)

Manage your global cloud telephony users from a single portal



# A global solution for Microsoft Teams cloud telephony



LoopUp offers cloud-based Microsoft Teams telephony in more places than anyone else – so you’ll only need one provider for all your global users. Our **Cloud Telephony Admin Portal (CTAP)** lets you manage all your global users from a single interface - **this guide introduces the main features.**

Here’s what makes LoopUp different:



## Geographic coverage

Licensed in more than 60 countries by Q3-22 (incl. China & India)  
‘Highest Quality Routing’ voice network leveraging 18 tier-1 partners



## Global team of Microsoft experts

From solution design and configuration to rollout project management and support  
MS Advanced Specialization status (level above Gold) and TAP



## PerfectBundle pricing

Spend pooled across billing and includes international calling  
Can be optimised over time



## Global Telephony Management System (GTMS)

All users on a single platform for provisioning, number porting and management, invoicing and support

**Cloud Telephony Admin Portal (CTAP)** provides real-time self-service access for admins

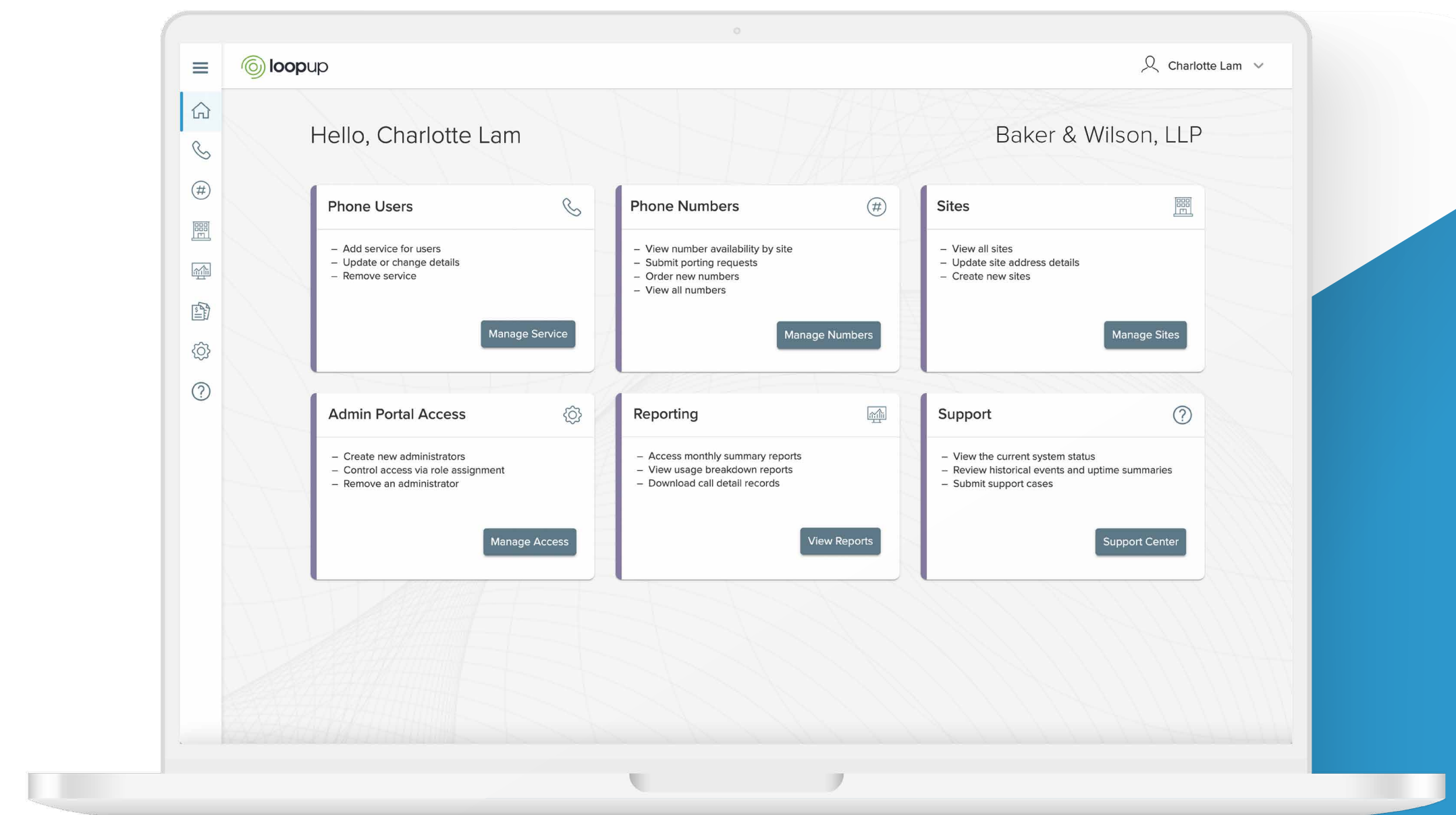
# Cloud Telephony Admin Portal (CTAP)



LoopUp's Cloud Telephony Admin Portal allows IT teams to manage many aspects of their global telephony platform from a single interface for improved visibility, security and control. Telecoms administration becomes more efficient, freeing up IT resource for other activities.

Key features:

1. Manage service for phone users
2. Manage phone numbers
3. Manage sites
4. Admin portal role-based access
5. Reporting and analytics
6. Support centre and system status

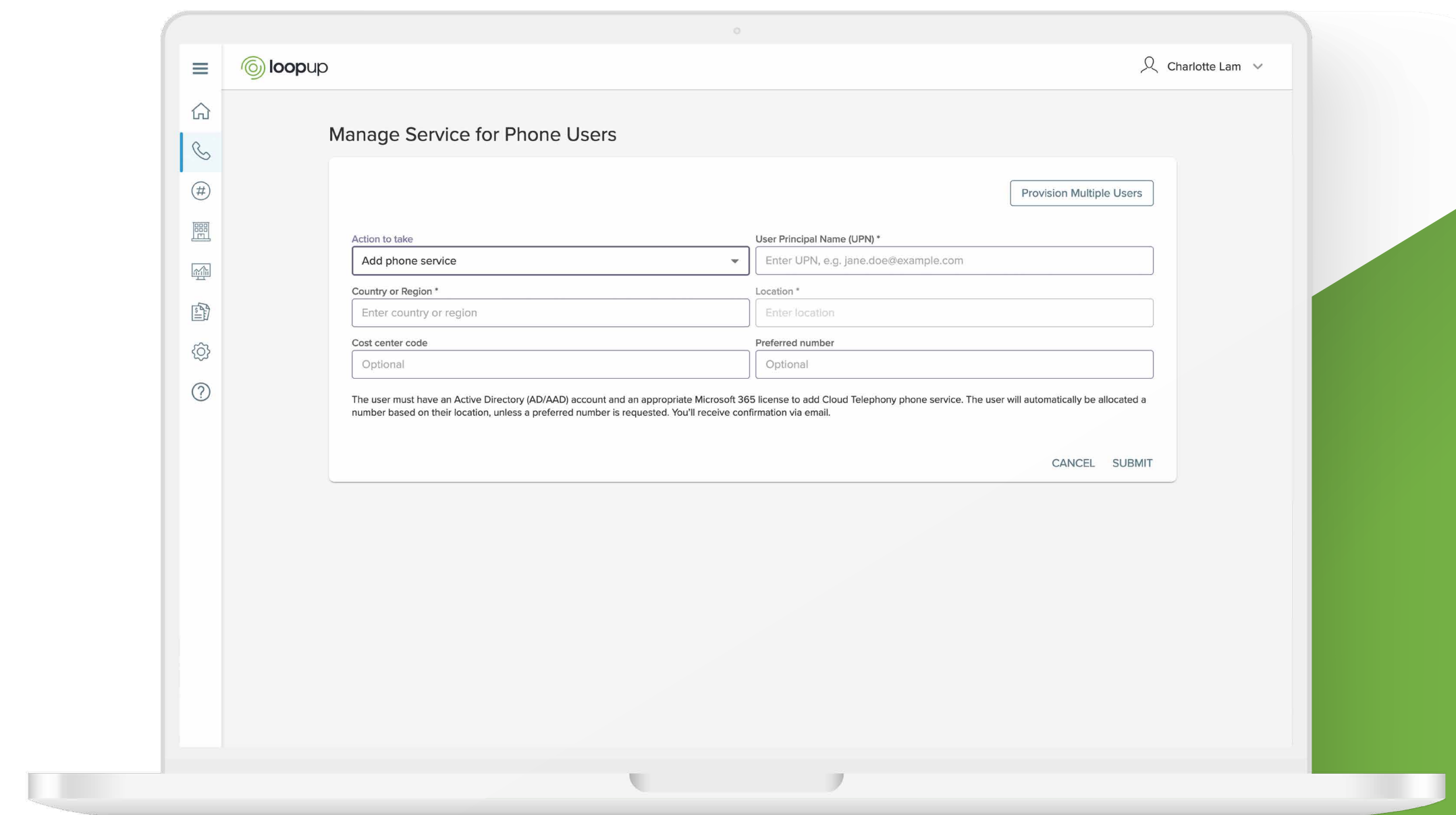


# 1. Manage service for phone users



IT teams can manage all global users from a single portal. Self-service functionality means shorter lead times when managing service for phone users.

- Add, change, or remove service in just a few clicks
- Select a phone number or have one automatically assigned
- Bulk uploads for large changes like acquisitions, office moves or restructuring



## 2. Manage phone numbers



DDI number management is simplified, global number ranges can be viewed and managed in one place for complete transparency and control. Unallocated numbers can be viewed by site so that number availability never becomes an issue. And number porting from other providers becomes straightforward.

- Port in numbers from other providers
- Manage all your global number ranges in one place
- View unallocated number availability by site
- Order new number ranges so that you never run out

The screenshot shows the Loopup Numbers Summary dashboard. It includes a search bar, a "Country" dropdown, and a table with columns for Site, Country, Unassigned, Assigned, and Total. The table lists various office locations and their corresponding number counts.

Site ↑	Country	Unassigned	Assigned	Total
Barbados 2	Barbados	0	0	0
Barbados Office	Barbados	5	3	8
Berlin Office	Germany	9	18	27
Boston Office	United States	4	11	15
Cardiff Office	United Kingdom	14	1	15
London Office	United Kingdom	14	7	21
Madrid Office	Spain	15	5	20
Malmö Office	Sweden	14	0	14
Milton Keynes Office	United Kingdom	20	0	20
Oakland Zoo Office	United States	0	0	0
Preston	United Kingdom	0	0	0
San Francisco Office	United States	10	9	19

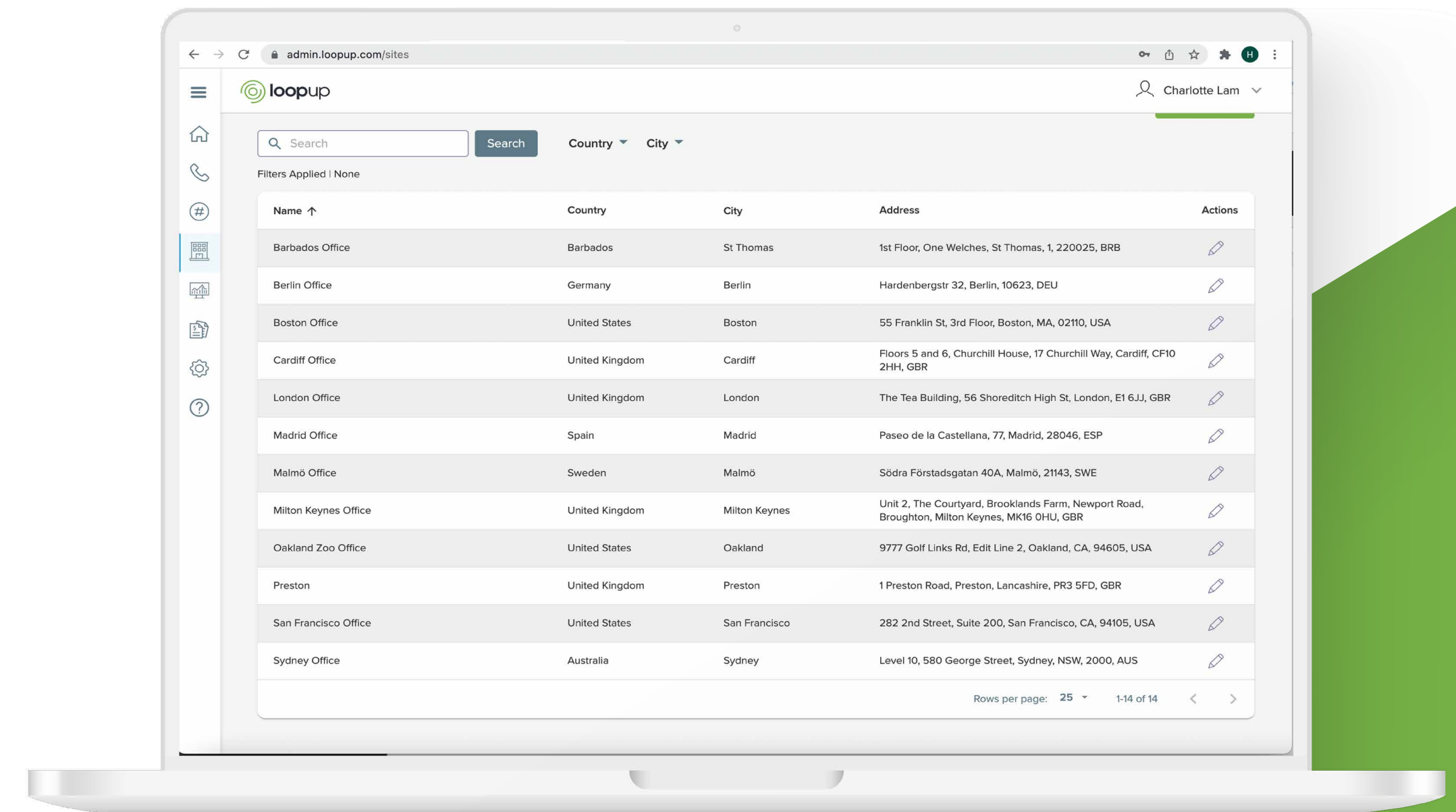


### 3. Manage sites



IT teams can enter site details for the initial migration to LoopUp as well as manage site specific information thereafter. Number ranges can be allocated to sites for consistency. Telephony usage and spend can be analysed by site so that costs can be allocated effectively.

- View and manage site details
- Manage telephony usage and spend by site
- Restrict local admin rights by site

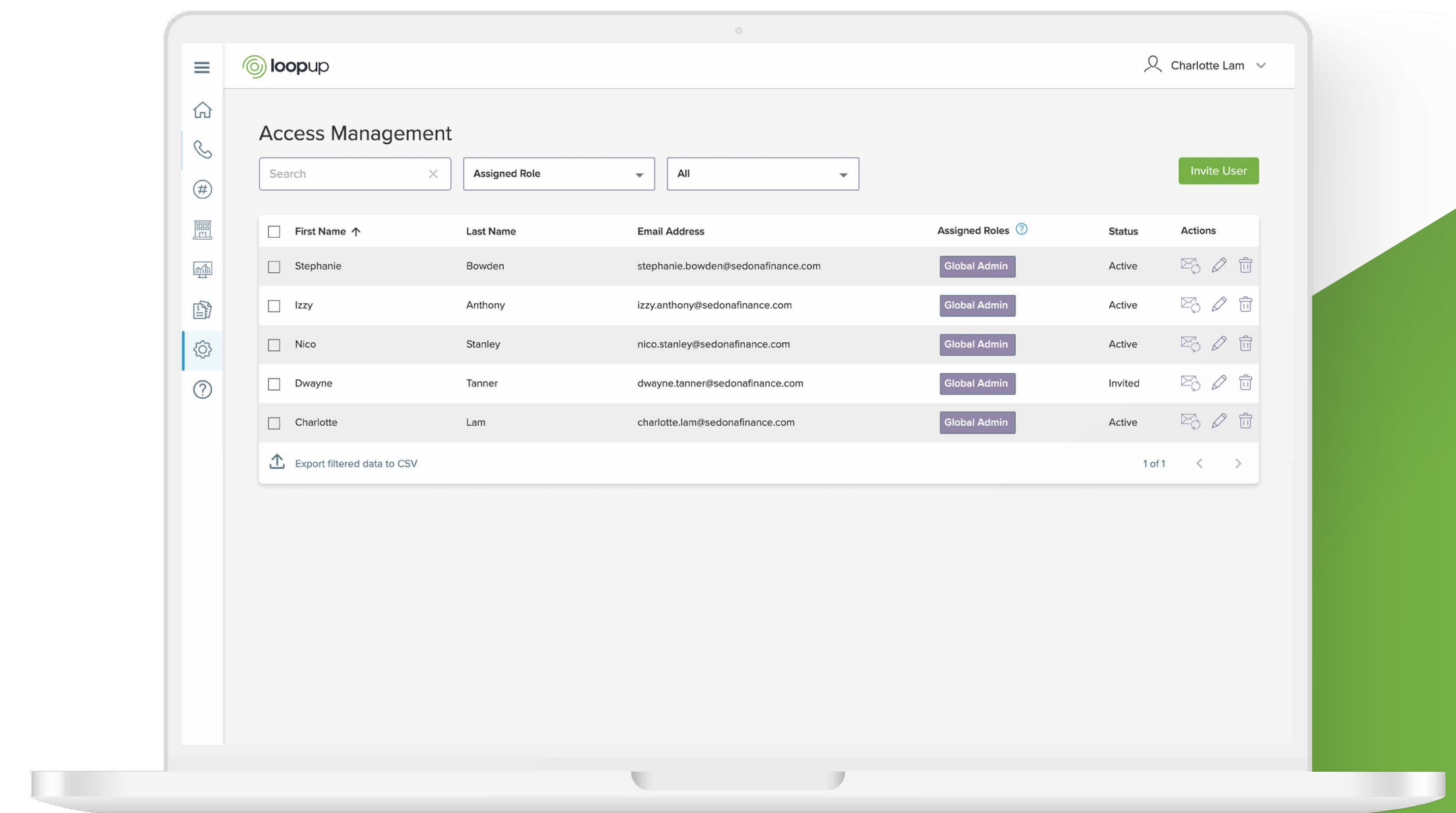


## 4. Admin portal role-based access



With role-based access control (RBAC), IT teams can use predefined admin roles to restrict access to data and prevent unauthorized system changes.

- Sign in to the admin portal using Microsoft credentials (SSO)
- Roles-based Access Control (RBAC)
  - Global Administrators – unlimited access
  - Regional Administrators - regional access (2022 Q4)
  - Telephony Service Administrators – manage users and numbers only
  - Billing Administrators – access billing and usage data only

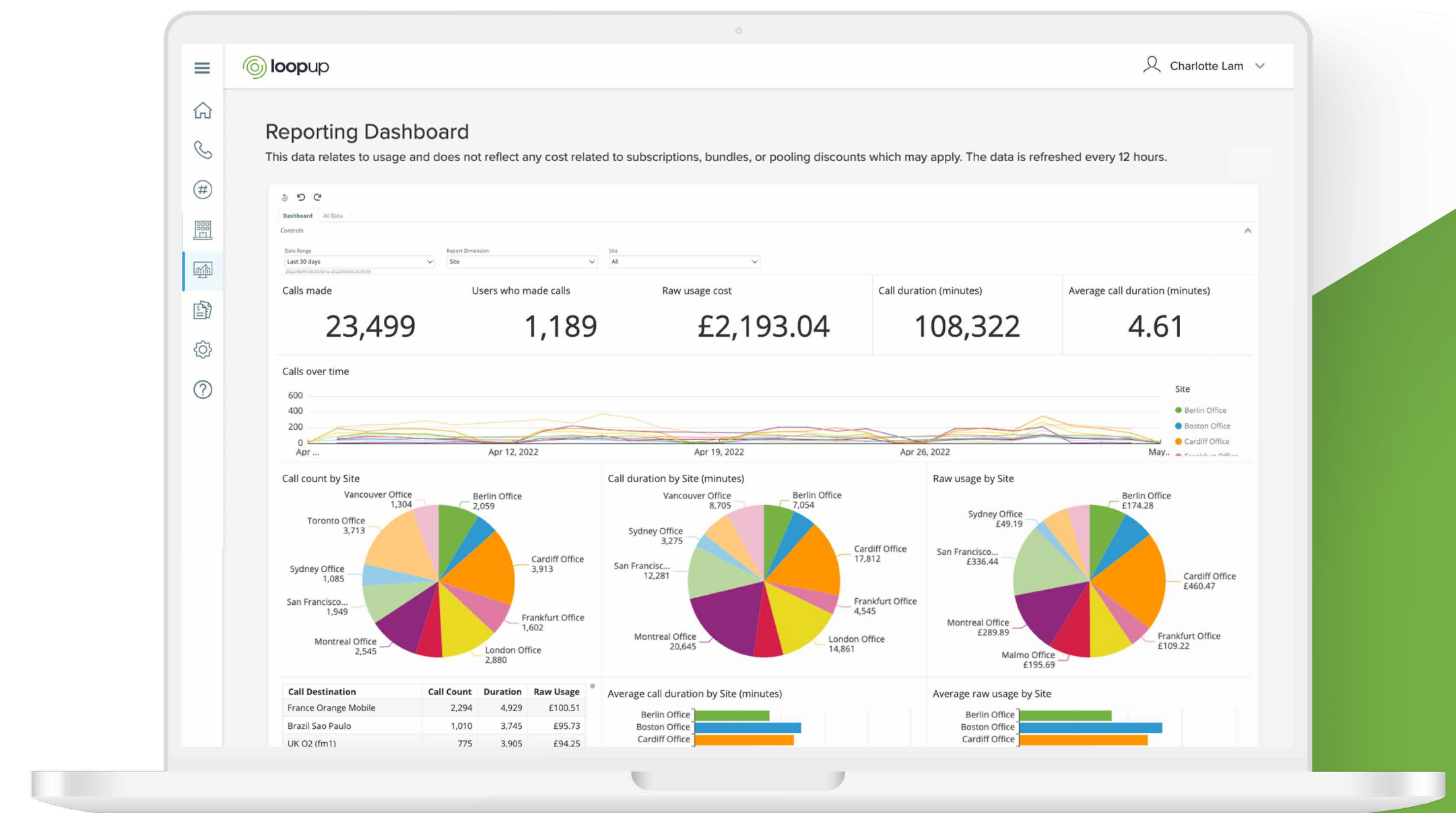


## 5. Reporting and analytics



All global data on telephony usage and spend is consolidated in one place. Costs can be allocated to business units, regions or departments for increased accountability. Usage patterns can be analysed to identify business process improvements and cost reduction opportunities.

- Consolidate all global telephony activity and spend data
- View subscriptions, calls made and minutes used
- Analyse activity and spend by number, department or location



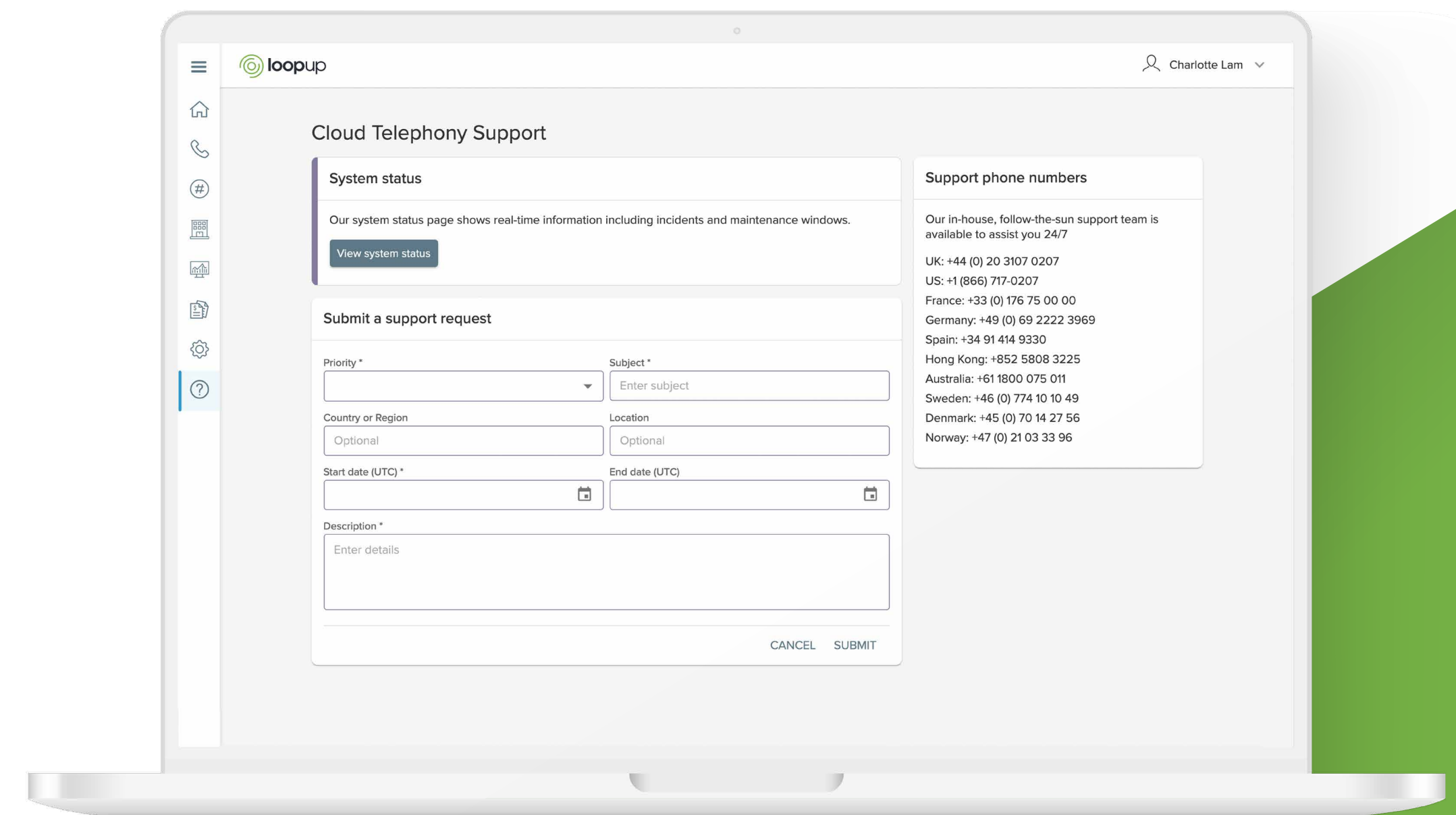


## 6. Support centre and system status



Support tickets can be raised with just a few clicks reducing lead-time for resolving issues. IT teams can see the real-time status of support tickets, for end-user communication and SLA management. Live cloud telephony system status ensures IT teams have proactive oversight of system performance.

- Self-serve portal for support tickets
- Live cloud telephony system performance
- Automated email / SMS alerts for incidents and planned maintenance
- Historical data on system performance against SLAs





The future is calling

Cloud Telephony Admin Portal (CTAP)

Microsoft  
Partner



Gold Cloud Productivity  
Gold Collaboration and Content  
Gold Communications  
Gold Messaging  
Gold Project and Portfolio Management  
Gold Windows and Devices

**LoopUp's Advanced Specialization Awards**  Microsoft

Calling for Microsoft Teams  
Adoption and Change Management  
Meetings and Meeting Rooms for Microsoft Teams