

# AT&T Office@Hand

## 24.1 Release

## Top Features

Q1 2024

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# 24.1 Top Feature Roundup

## Desktop & Web Apps

- Report export
- "Swap" calls during an active call
- Call specific ringtones
- Message reminders
- Pop out conversations

## Admin & Core

- External shared directory
- Password rule update

## Rooms

- Digital signage for regular meeting room

## Call Handling

- Configurable company caller ID name
- Call queue: forward all calls

# Export the Report!

*A simpler and easier way  
to export the report!*

Admins are now able to export the App Version Report in CSV files and import it to Google Sheets or Excel. This improved method of exporting makes it simple and easy for admins to process information - especially when working with high number of users.

The screenshot displays the 'General admin' interface with a 'Desktop app version report' modal open. The modal shows a table of user data and an 'Export' button. A green arrow points from the 'Export' button to a file icon in the bottom left corner, which is labeled 'RCAppVersionReport\_2023-11-7(1).csv'.

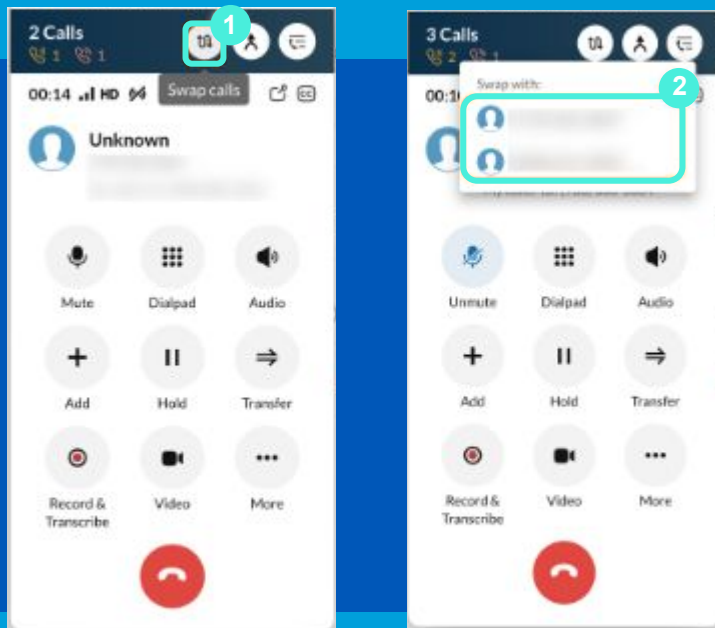
**Desktop app version report**  
Latest version: 23.3.31. Learn more about our app lifecycle policy.

User name	Version	Status	Installation type	Automatic updates
July a	23.3.31			
Alayna1 Lai6923	23.3.31			
Freda Glip on (Admin)	23.3.31			
Misaikeword0 Quigley wit...	23.3.31			
Misaikeword0 Quigley wit...	23.3.31			
Alayna1 Lai6923	23.3.31			

**RCAppVersionReport\_2023-11-7 (1)**

User name	Email address	Version	OS	OS version	Status	Installation type	Automatic updates
July a	something+1675062157207-2667@ringcentral.com	23.3.35	Windows	10.0.0	Unsupported	EXE	Yes
Quinn Stracke	user8623@kaminio1675062156961.com	23.1.12	MacOS	13.4.1	Unsupported	PKG	No
John Doe707	john.doe707@kaminio1675062156961.com	23.1.30	Windows	10.0.0	Unsupported	MSI	No
John Doe707	john.doe707@kaminio1675062156961.com	23.1.30	Windows	10.0.0	Unsupported	MSI	No
John Doe707	john.doe707@kaminio1675062156961.com	23.1.30	Windows	10.0.0	Unsupported	MSI	No
Pedro Liu	pedro.liu@kaminio1675062156961.com	23.1.22	Windows	15.0.0	Unsupported	MSI	No
July a	something+1675062157207-2667@ringcentral.com	23.3.30	MacOS	13.3.1	PKG	No	No
July a	something+1675062157207-2667@ringcentral.com	23.3.30	MacOS	13.3.1	PKG	No	No
July a	something+1675062157207-2667@ringcentral.com	23.3.30	MacOS	13.3.1	PKG	No	No
不要改这个账号的信息!! 中国	externalmail1@domain.com	23.3.30	Windows	15.0.0	MSI	No	No
Alayna lai Lai7923	user7923@kaminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna lai Lai7923	user7923@kaminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna lai Lai7923	user7923@kaminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna lai Lai7923	user7923@kaminio1675062156961.com	23.3.23	MacOS	14.0.0	PKG	Yes	Yes
Alayna lai Lai7923	user7923@kaminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna lai Lai7923	user7923@kaminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
John Doe707	john.doe707@kaminio1675062156961.com	23.3.23	MacOS	13.1.0	PKG	Yes	Yes
Alayna1 Lai6923	user6923@kaminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna1 Lai6923	user6923@kaminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna1 Lai6923	user6923@kaminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
July a	something+1675062157207-2667@ringcentral.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
John Doe707	john.doe707@kaminio1675062156961.com	23.3.23	MacOS	13.1.0	PKG	Yes	Yes
Freda Glip on (Admin)	freda.song+230201@ringcentral.com	23.3.30	MacOS	12.6.9	PKG	Yes	Yes
July a	something+1675062157207-2667@ringcentral.com	23.3.31	MacOS	13.4.0	PKG	Yes	Yes
John Doe705	john.doe705@kaminio1675062156961.com	23.3.31	Mac	13.5.1	PKG	Yes	Yes
Misaikeword0 Quigley with suffix	user2051@kaminio1675062156961.com	23.3.31	Windows	10.0.0	MSI	No	No
Misaikeword0 Quigley with suffix	user2051@kaminio1675062156961.com	23.3.31	Windows	10.0.0	MSI	No	No
July a	something+1675062157207-2667@ringcentral.com	23.3.31	Windows	10.0.0	EXE	Yes	Yes
Misaikeword0 Quigley with suffix	user2051@kaminio1675062156961.com	23.3.31	Windows	10.0.0	MSI	No	No
Freda Glip on (Admin)	freda.song+230201@ringcentral.com	23.3.31	MacOS	13.5.2	PKG	Yes	Yes
Misaikeword0 Quigley with suffix	user2051@kaminio1675062156961.com	23.3.31	Windows	10.0.0	MSI	No	No
Antonio Bashirian	user2052@kaminio1675062156961.com	23.3.31	Windows	10.0.0	MSI	No	No

# 'Swap' calls during an active call



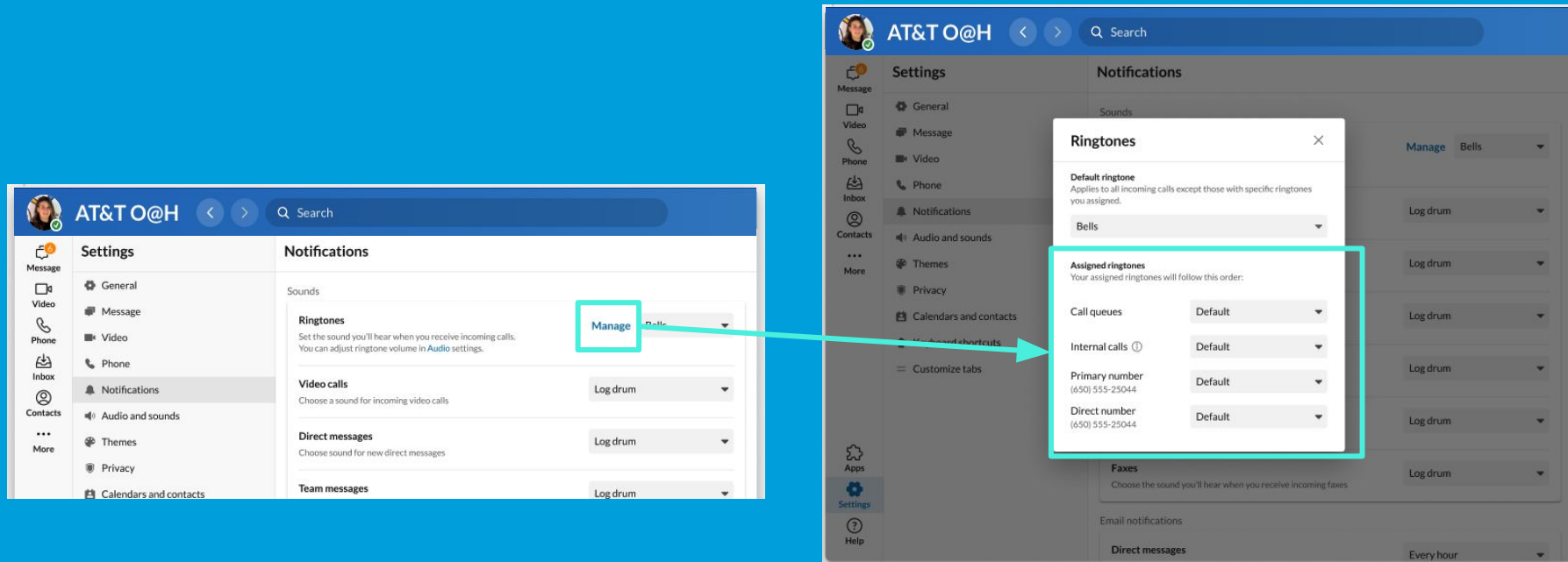
*Swap easily between calls!*

With a more accessible and much easier to find entry point to find call swapping, your experience will be much smoother.

# Call specific ringtones

*Set specific ringtones for internal, external, or queued calls!*

Know who is calling by choosing different ringtones for different types of calls and phone numbers.

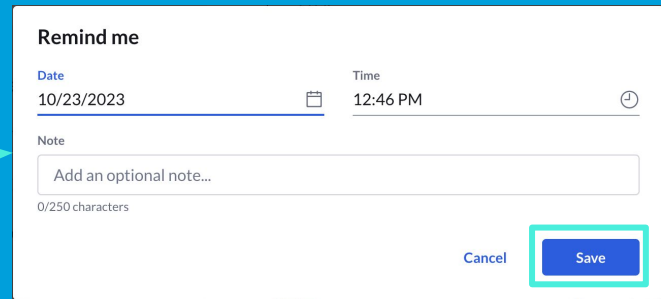
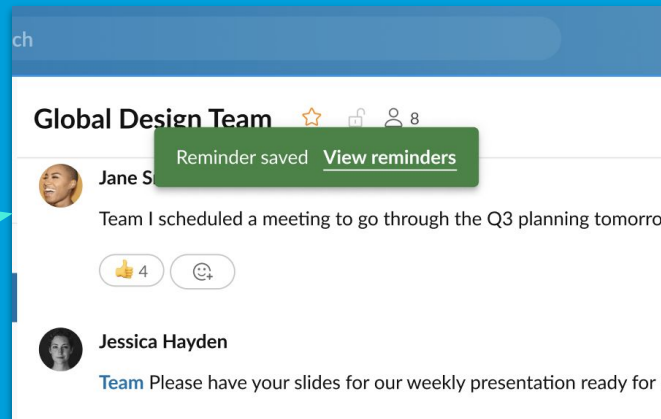
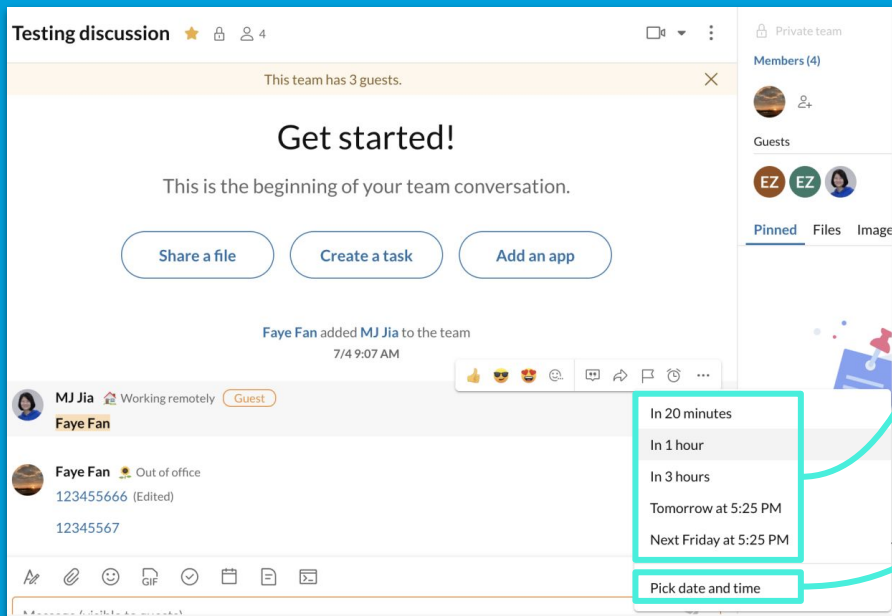


# Message reminders

*Never miss a message!*

Set a reminder for a message and receive a notification to revisit the message at a later time.

Dedicated reminders ensure you do not skip a beat!



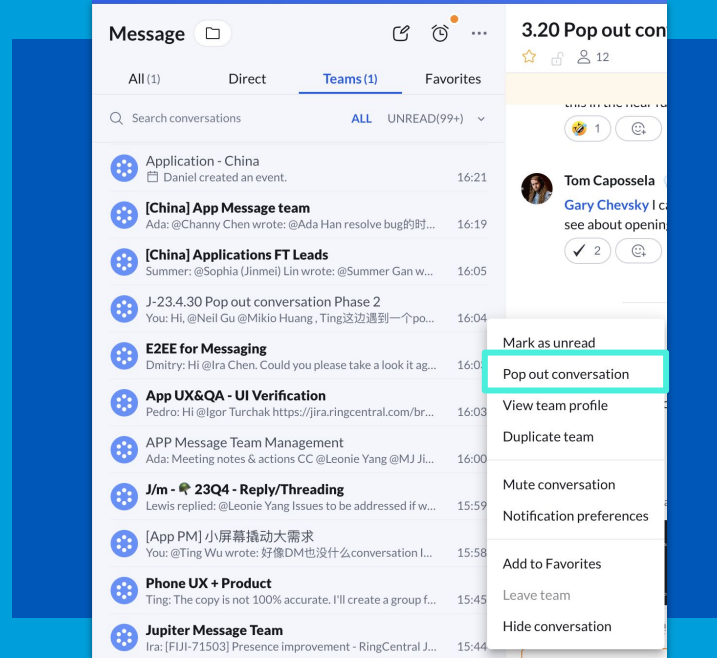
# Pop out conversation

## *Multitasking Masters!*

Tired of switching between different conversations or tabs? Say no more!

This new feature allows users to keep several conversations open in separate windows, including the main app.

Stay focused on the important conversations and don't miss any others!

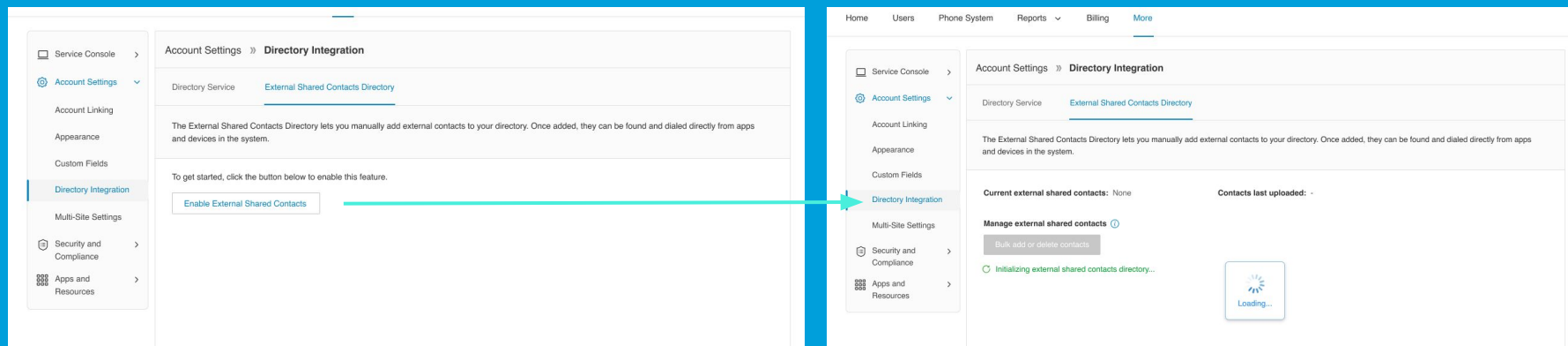


# External shared directory

*A simple way to share and access contacts across the account!*

Customer Admin are now able to upload a list of external contacts that will be available in the various endpoints (deskphones, desktop app and mobile app) to all extensions/users on the account.

Available only on Office@Hand 2.0.





# Password rule update

*Don't get cracked!*

A considerable amount of cybercrime still focuses on passwords: stealing credentials, selling them on, and using them as an initial access point for breaching organizations.

Office@Hand improvements on password composition rules will bring down the number of allowed weak passwords without hampering user experience.

Only strong passwords allowed!

## New rule highlights

- Must have a lowercase letter
- Must have an uppercase letter
- Must have a special character
- Previous last 5 passwords not allowed

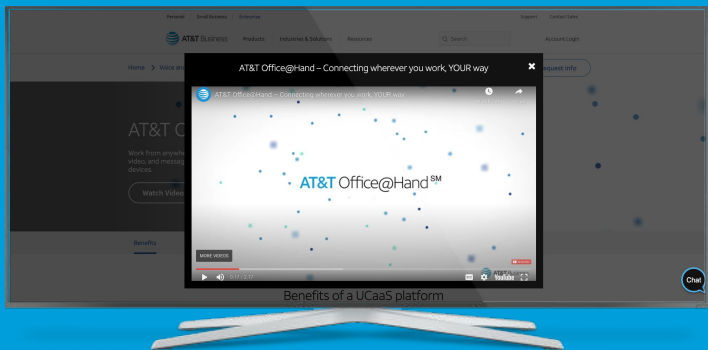
## Quick facts

- This change does not impact existing passwords
- does not enforce password change

# Digital signage for regular meeting room

*Display engaging content in conference rooms via digital signage!*

Digital signage is now available to show content in Rooms when no meetings are happening. This means a higher level of engagement with useful information and content

A screenshot of the AT&T digital signage configuration interface. The interface has a top navigation bar with links: Home, Users, Phone System, Meetings (selected), Reports, Billing, and More. A search bar is on the right. A left sidebar contains a menu with: Recording Management, Meetings, Rooms (selected), Rooms List, Calendars, Room Templates, Meetings Settings, and Downloads. The main content area shows the 'Digital Signage' settings for a selected room. The settings include: 'Enable digital signage when idle' (checked), 'URL' (https://www.ringcentral.com/), 'Display Period' (Start displaying content: 1 min after a meeting ends, Stop displaying content: 30 min before a meeting is scheduled to begin), and 'Meeting Settings'. There are 'Cancel' and 'Save' buttons at the bottom right of the settings panel.

# Configurable company caller ID name

Company Info » **Caller ID Name**

Set an outgoing caller ID name for your company phone numbers ⓘ

☒ Use a custom caller ID name

☐ Use a blank caller ID name. Outgoing calls may be marked as SPAM.

☐ Use Main site caller ID name for all sites.

ⓘ

*Assigning a custom callerID  
name?*

*We made it even easier!*

Calls placed without a callerID assigned are frequently marked as SPAM and routed to voicemail.

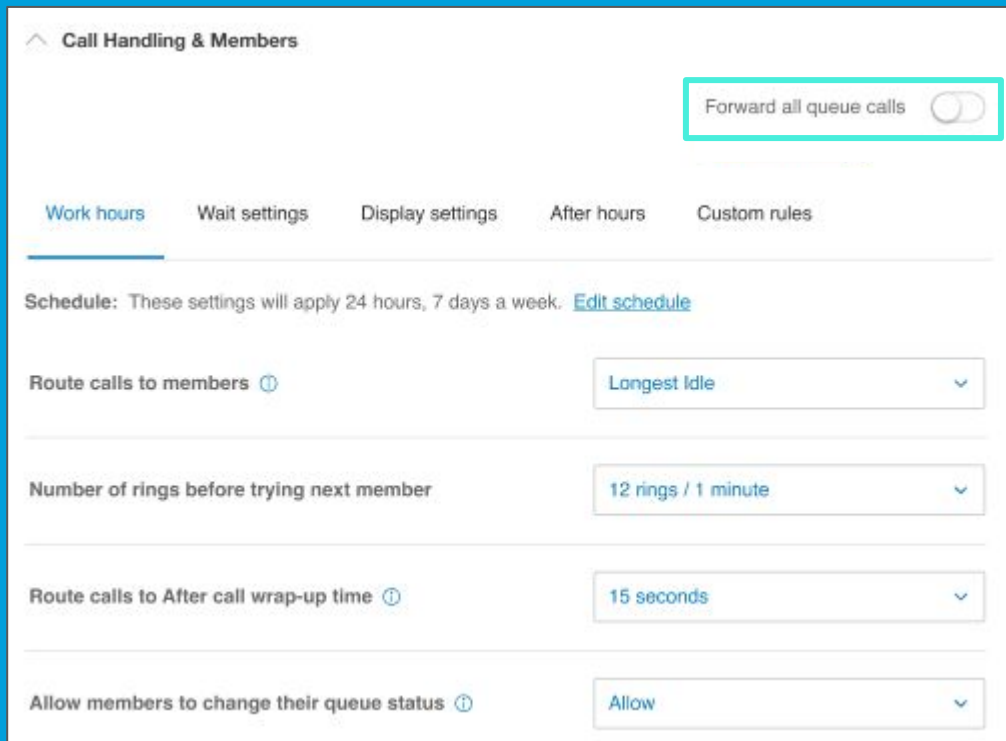
Admins can assign a customer callerID name to company and main phone numbers so callers always know who's calling!

# Call queue: forward all calls

*Forward with the click of a switch!*

No more need to setup custom rules to forward queue calls. Admins can now easily forward all call queue calls to voicemail, an extension or external number, or an announcement - all with the click of a switch!

Available on March 13, 2024



Call Handling & Members

Forward all queue calls ☒

Work hours Wait settings Display settings After hours Custom rules

**Schedule:** These settings will apply 24 hours, 7 days a week. [Edit schedule](#)

Route calls to members ⓘ Longest Idle

Number of rings before trying next member 12 rings / 1 minute

Route calls to After call wrap-up time ⓘ 15 seconds

Allow members to change their queue status ⓘ Allow



AT&T Business