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

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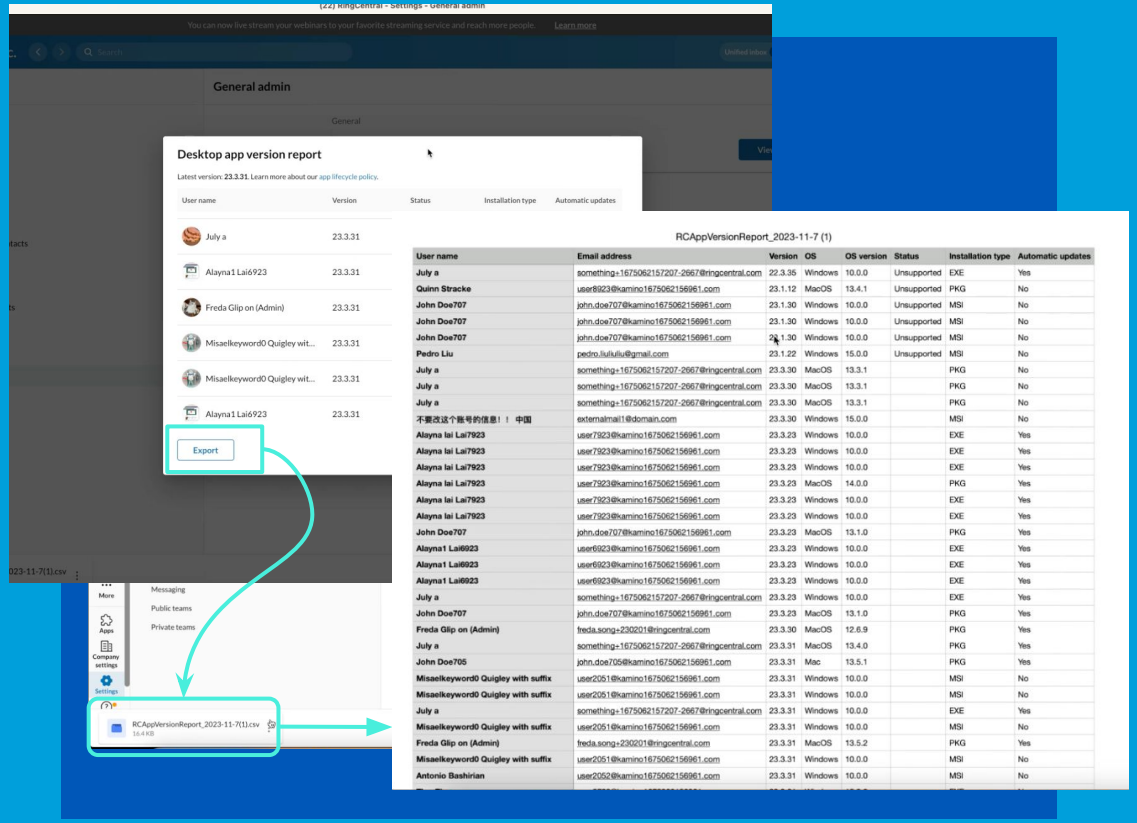
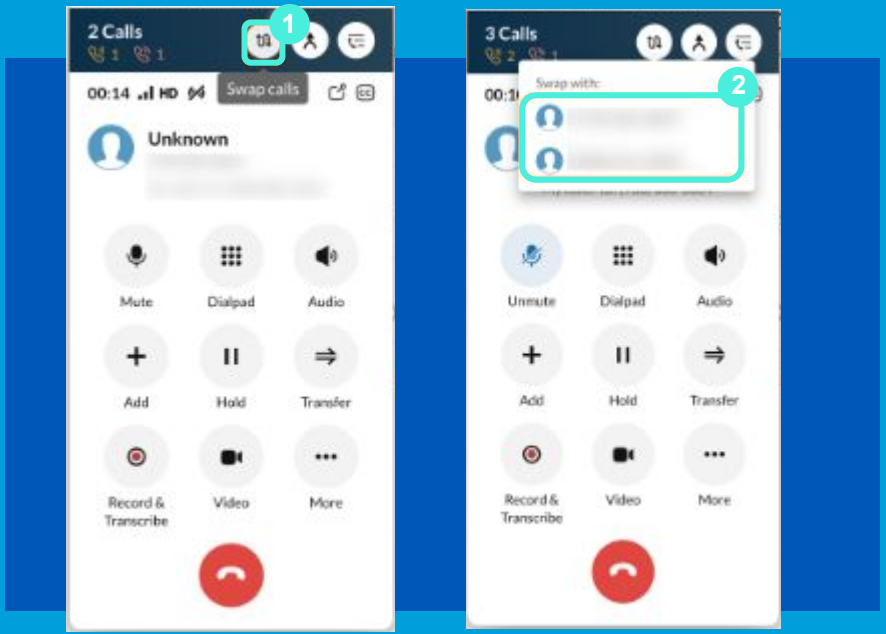
Export the Report!

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.



‘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.

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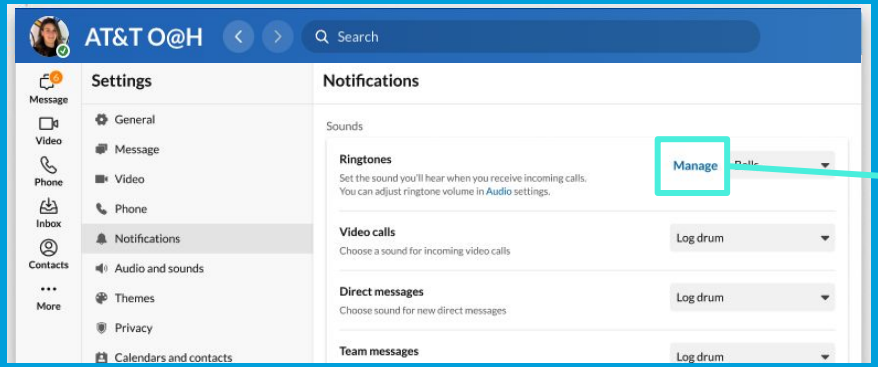
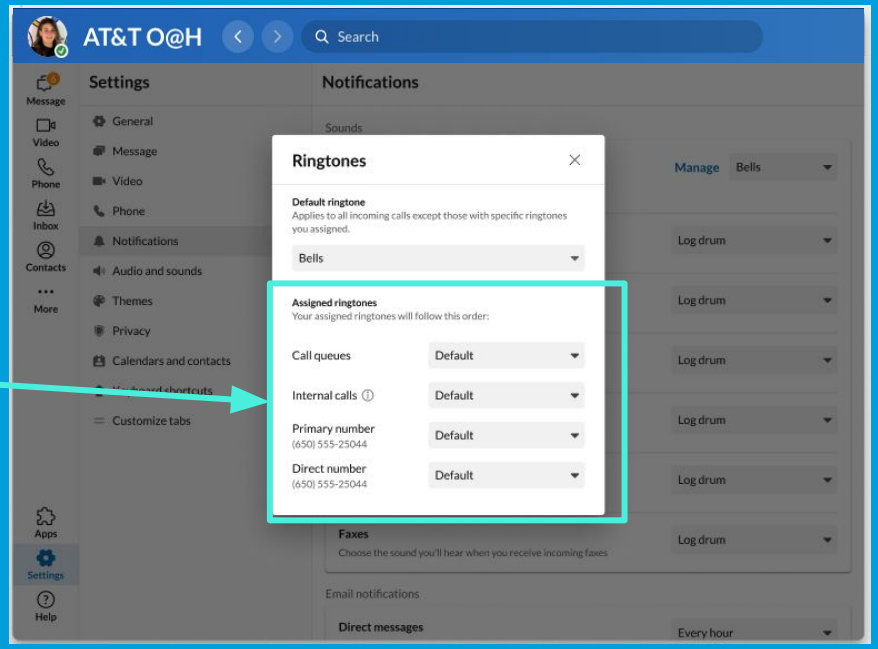
Call specific ringtones

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.





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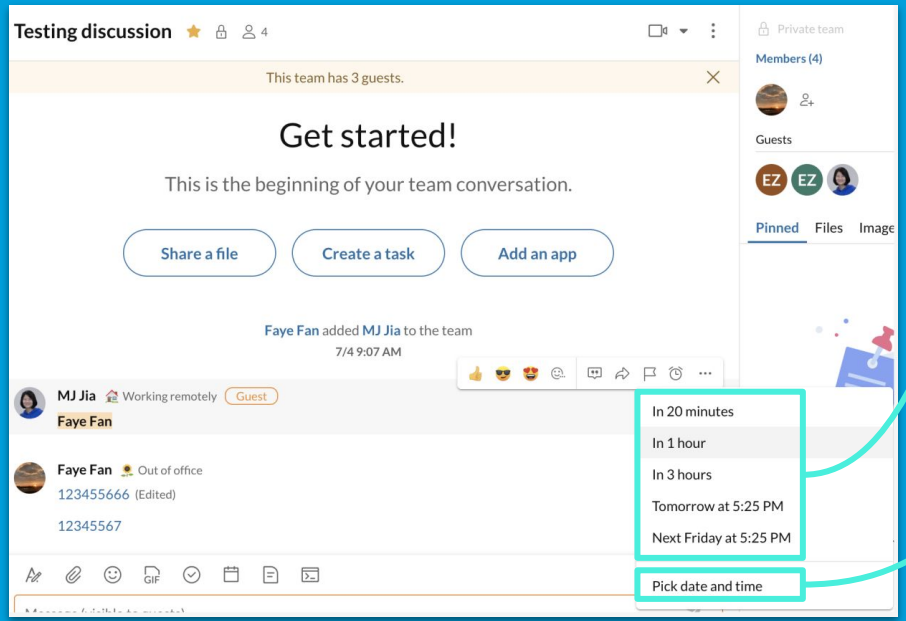
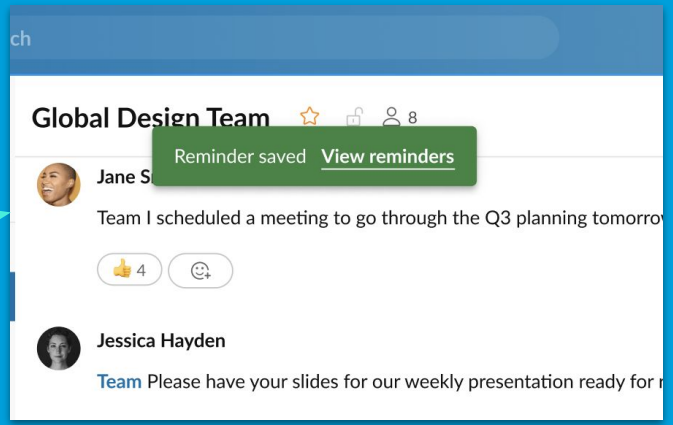
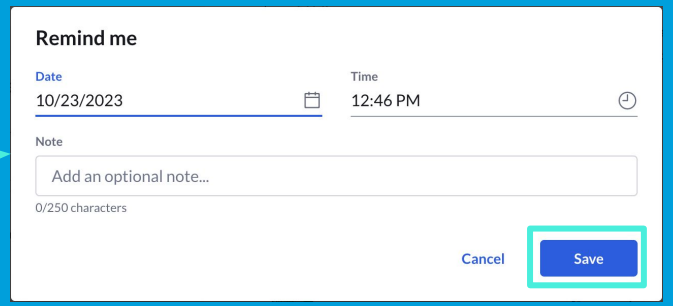
Message reminders

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!







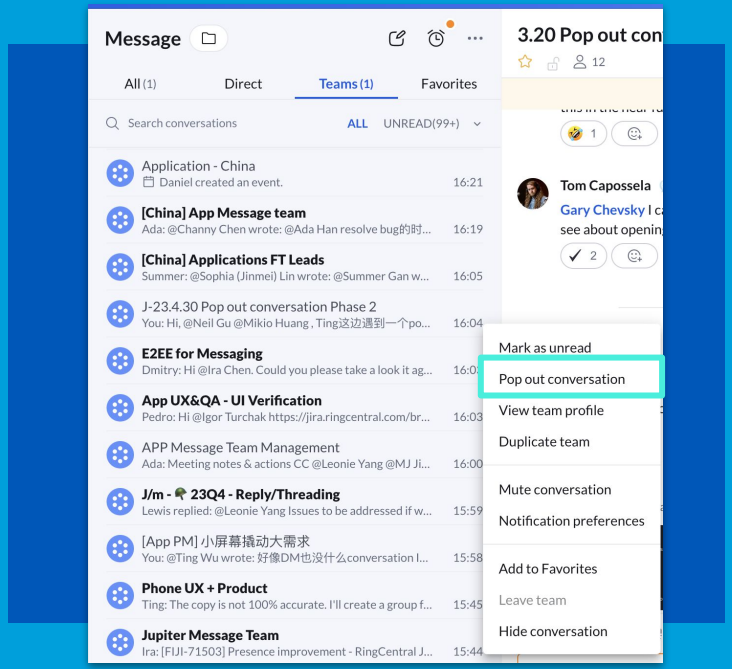
Pop out conversation

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!



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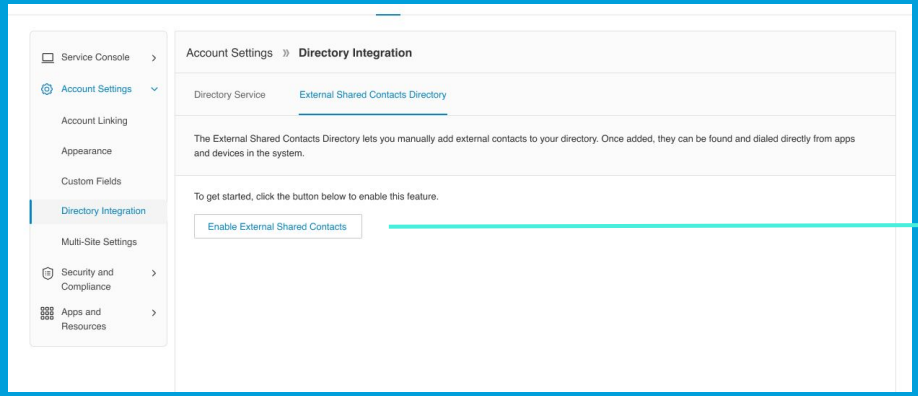
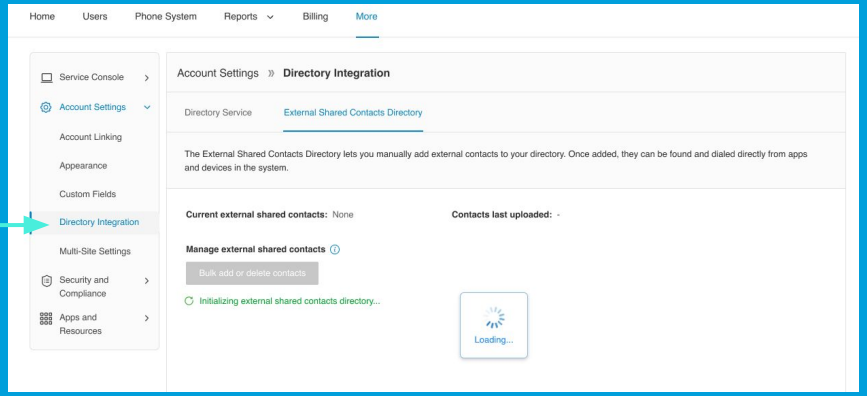
External shared directory

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.





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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 a 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

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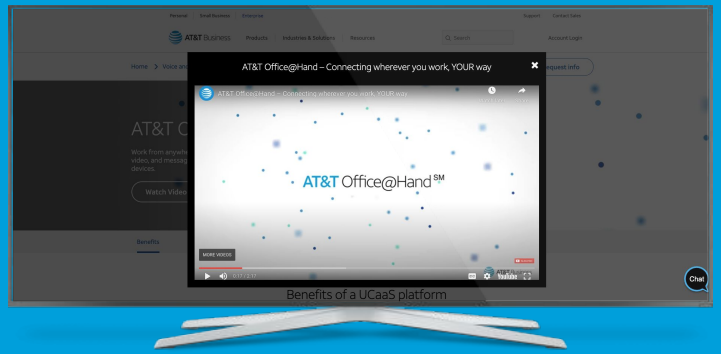
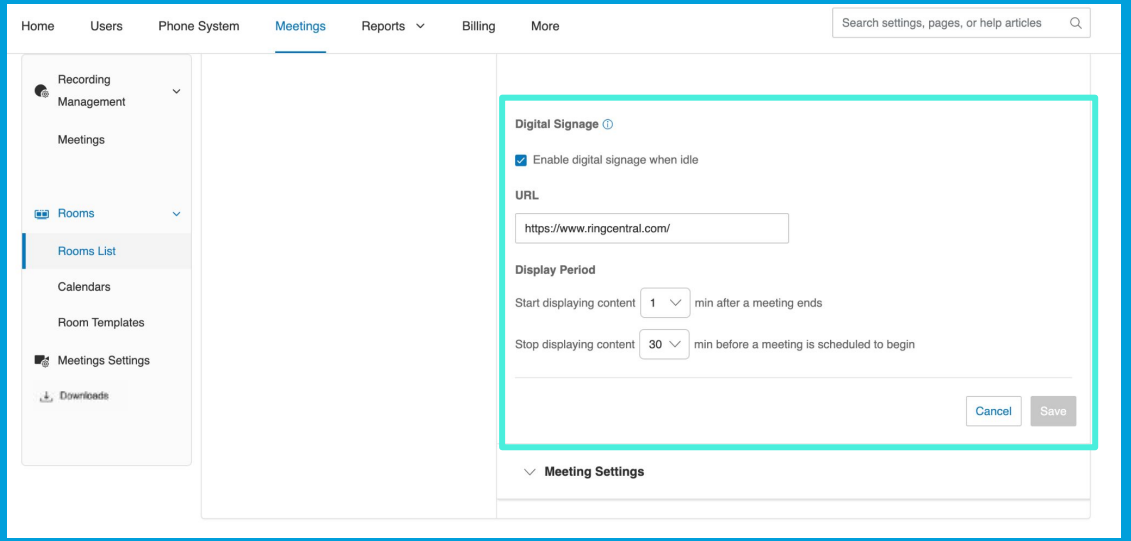
Digital signage for regular meeting room

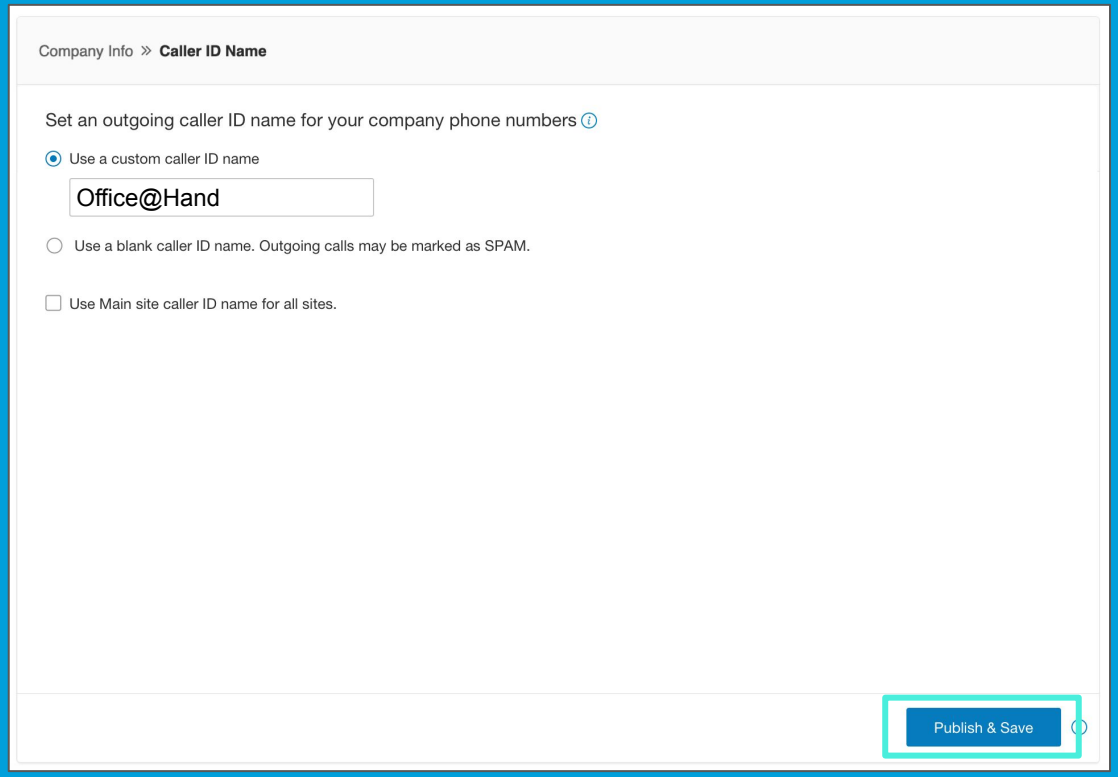
Display engaging content in conference rooms via digital signage!

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





Configurable company caller ID name



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!

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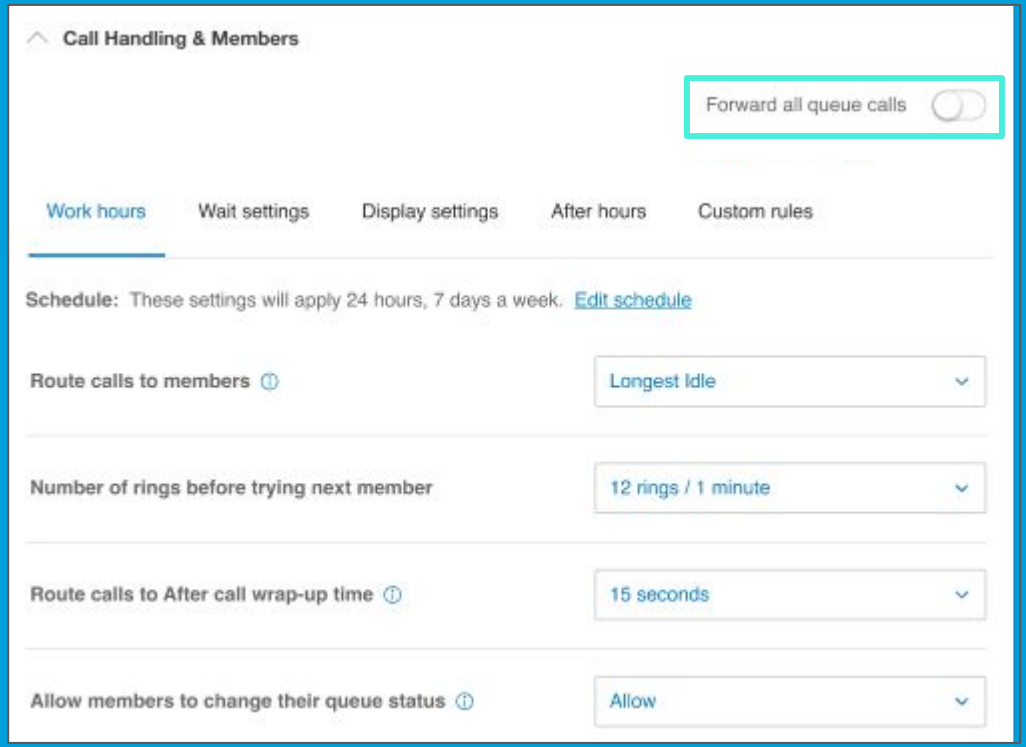
Call queue: forward all calls

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



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