

AT&T Office@Hand

24.2 Release

Top Features

Q2 2024

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24.2 Top Feature Roundup

Desktop, Mobile, and Web Apps

- Enhanced support for Safari on Mac & iOS
- Create personal SMS templates
- Invite participants for a video call with 1 click

Call Handling

- Block or redirect incoming calls
- Enhanced call information with a "call answered elsewhere" notification

Admin & Core

- Push to Talk
- Business Analytics Pro
- Restrict list of caller IDs users can select
- Save call log searches & filters

Hardware

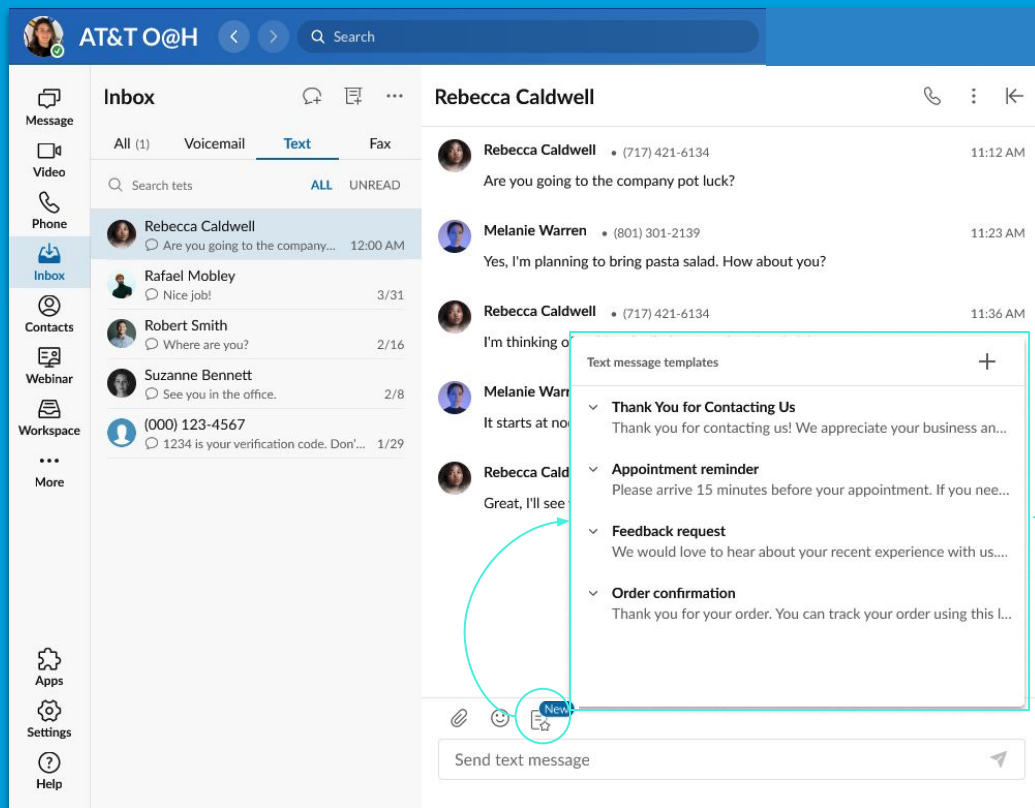
- Enhanced flow for Assisted Provisioning

Enhanced support for Safari on Mac & iOS Mobile devices!

*A simpler and quicker way
to join the meeting!*

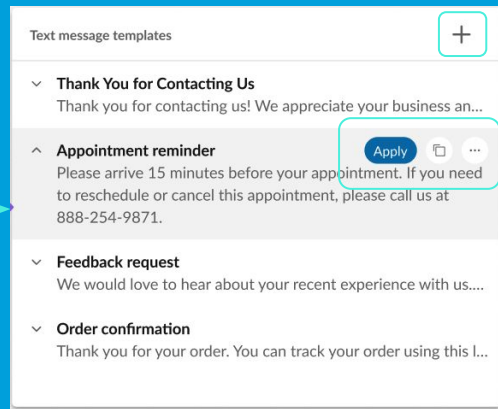
Using a Mac or iPhone device to join the
Office@Hand meeting?
Users no longer need to install the
Office@Hand app and can now join
directly from Safari iOS

Create personal SMS templates



Ease the copy & paste-pain!

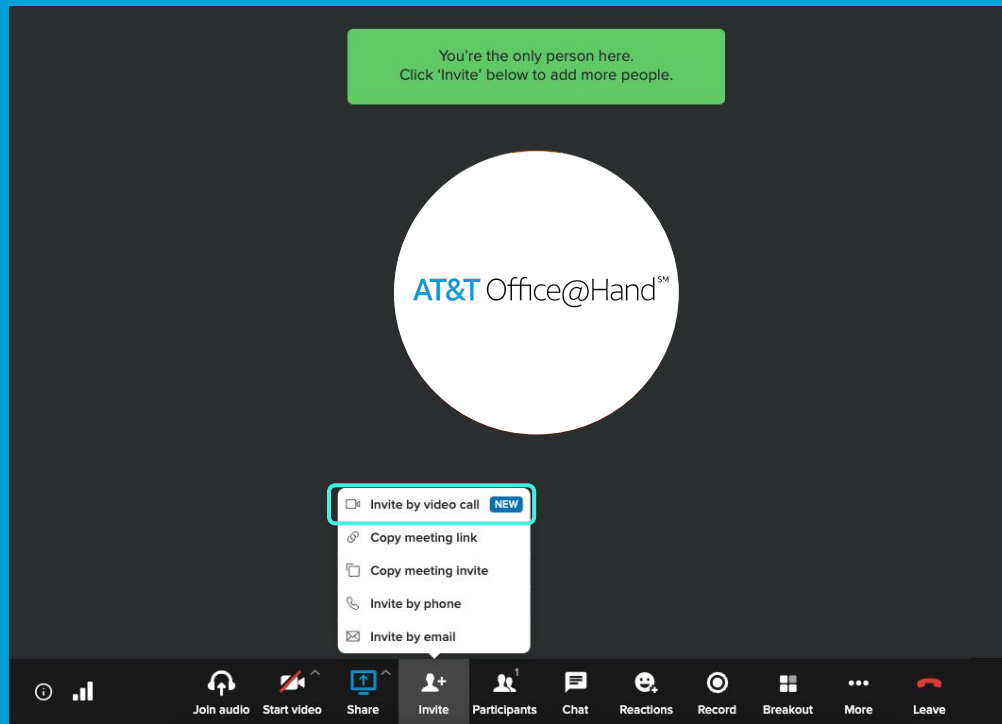
Users can now create personal SMS templates. This increases the efficiency of communication when sending the same SMS messages for recurring tasks.



Invite participants for a video call with 1 click

Save time & clicks when inviting a new participant

Need someone to join your ongoing video call? Simply call them straight from the video call and avoid needing to share links or meeting IDs and waiting for the requested participant to read the message.



Block or redirect incoming calls

Have users that need to place outbound calls, but should not receive inbound calls?

This feature support organizations with users that need this ability.

When enabled, calls to phone numbers assigned to these type of users can either be disconnected or redirected to the company's main number.

The screenshot shows the 'Reports' section of the AT&T Business interface. The 'Simple' view is selected. The search criteria are set to 'Today 01/24/2024'. The 'Call Direction' is set to 'All'. The 'Types of Call' is set to 'All'. The 'Select Ext' button is visible. The table below the filters is empty, and a red box highlights the text 'No results' at the bottom of the table.

Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length
No results							

Disconnected calls are not recorded in Call Log

The screenshot shows the 'Reports' section of the AT&T Business interface. The 'Simple' view is selected. The search criteria are set to 'Yesterday 01/23/2024'. The 'Call Direction' is set to 'All'. The 'Types of Call' is set to 'All'. The 'Select Ext' button is visible. The table below the filters contains two rows of call data, both of which are highlighted with a red box.

Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length
☑	To: (650) 555-5302	☑ Add Contact	01/23/2024 9:42 AM	-	VoIP Call	No Answer	0:01:20
☑	To: (650) 555-5302	☑ Add Contact	01/23/2024 8:32 AM	-	RingOut Web	No Answer	0:01:20

Redirected calls are displayed in Call Log as if the caller dialed the company main number

Enhanced call information with an "Answered Elsewhere" notification

More streamlined call information!

When a user answers an incoming call from a call that rings multiple endpoints and coworkers, others will see this call as "answered elsewhere" instead of "missed call".

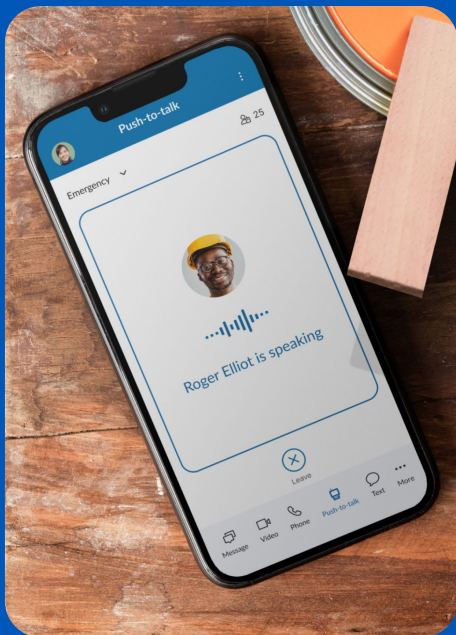
"Answered Elsewhere" is added as a new Call Log & Analytics result. This means that calls are reflected correctly in Company/User call logs, Office@Hand Apps/Integrations, and API results for Partner apps.

Availability timing:

- 24.2.2 Minor (SIP clients)
- 24.3 (Unified App)

AT&T Push To Talk

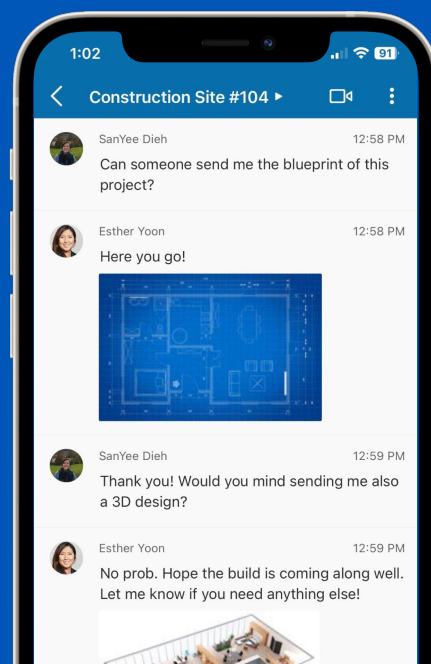
Multi-channel, device interop, walkie talkie functionality for real-time communications



Experience next-gen walkie-talkie with video camera-sharing, giving 'see what I see' tools



Connect frontline and back-office workers asynchronously with team messaging & file sharing



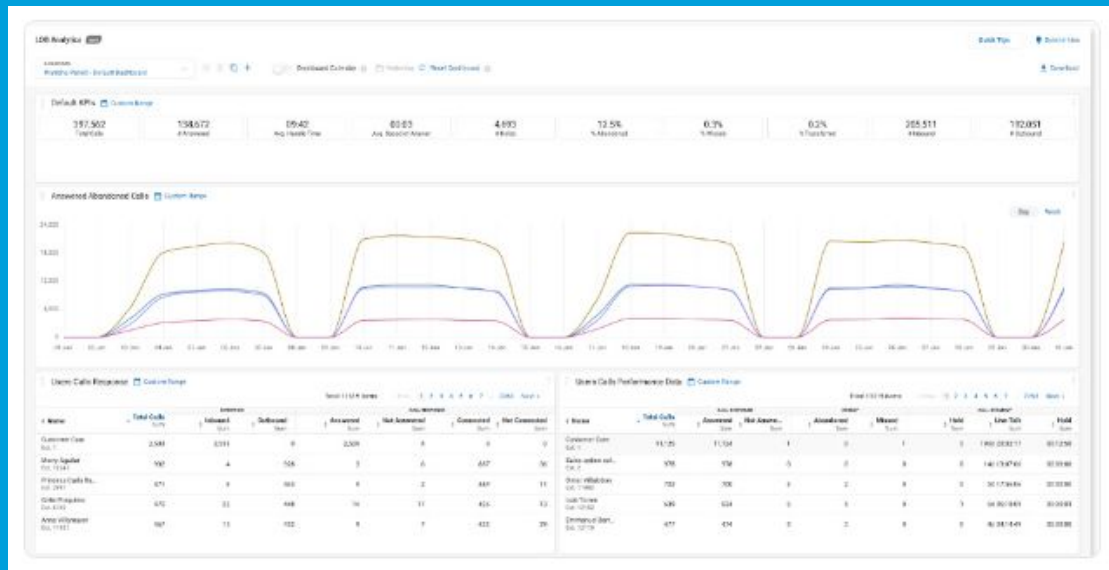
Office@Hand 2.0 only

Business Analytics Pro

Business Analytics Pro provides **customizable dashboards and reports** to help organizations assess their team's performance. Its tools are designed for managers in communications roles, such as sales, customer support, and training. It can assist managers increase their understanding of their team's performance across call queues, user groups, and individuals.

Business Analytics Pro provides historical call aggregations that can be used for:

- **Ad-hoc analysis** that provides a comprehensive **understanding of teams' performances**
- Creating visualizations to uncover call patterns, such as peak call hours, that can **help teams make staffing decisions**
- Defining, creating, and monitoring **business Key Performance Indicators (KPIs)**
- Downloading data and visualizations to **keep leadership up to date**



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Restrict list of caller IDs users can select

Expect fewer unanswered calls when customers recognize the company's caller ID!

Admins can now restrict users from using their direct number or the company number as caller ID when calling clients.

The screenshot displays the Cisco Unified Communications Manager (CUCM) interface. On the left, the 'User List' sidebar is visible, showing a list of users under 'Users with Extensions'. The main area shows the 'User List' for 'Users with Extensions'. A search bar and various action buttons are at the top. A user, 'Adam Smith', is selected, and the 'Caller ID restriction settings' dialog is open. This dialog allows administrators to restrict the caller ID options available to a specific user. The settings are as follows:

Setting	Status
Allow direct numbers as caller ID	Enabled (Toggle On)
Allow company numbers as caller ID	Enabled (Toggle On)
Allow site numbers as caller ID	Enabled (Toggle On)
Allow company fax number as caller ID	Enabled (Toggle On)

At the bottom of the dialog, there are buttons for 'Reset to Default', 'Cancel', and 'Save'.

Save call log searches & filters

Finding call records is now faster & easier!

Admins can now save frequently used settings for searching and filtering call records. This feature also applies to downloading or scheduling the delivery of call records. This means that the data is automatically set to the specific needs of the admin and finding desired call records is a breeze!

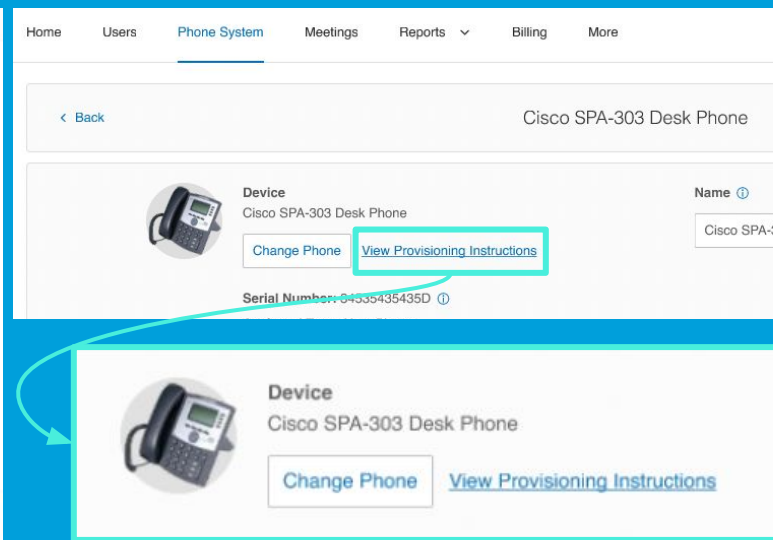
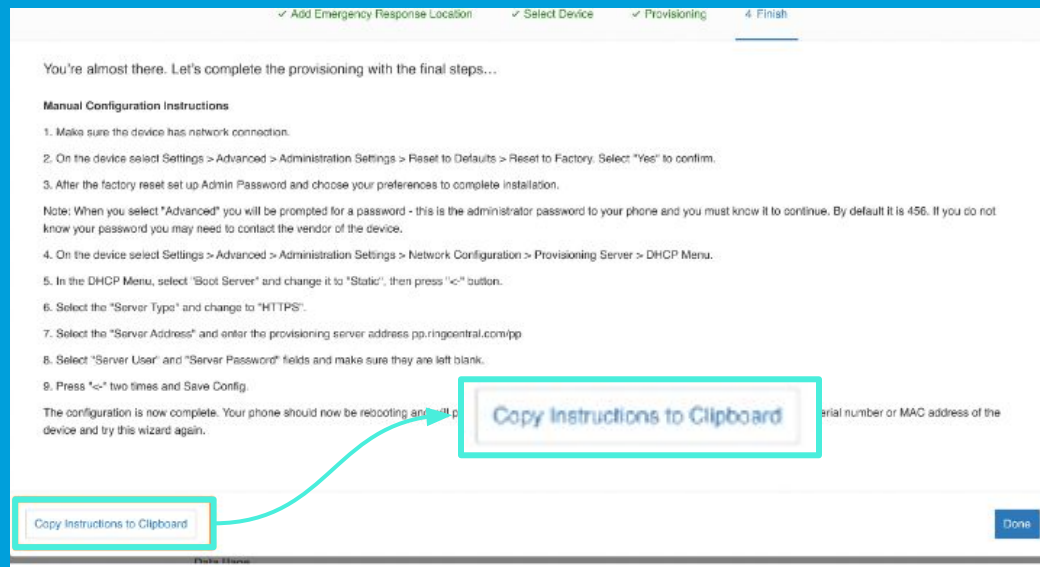
The screenshot displays the AT&T Business interface, specifically the 'Reports' section. The top navigation bar includes links for Home, Users, Phone System, Meetings, Reports (selected), Billing, and More. A search bar on the right allows users to search for settings, pages, or help articles. Below the navigation bar, the 'Simple' view is selected, and the 'Last 30 days' filter is applied. The 'Call Direction' dropdown is set to 'All', and the 'Types of Call' dropdown is set to 'Recorded calls'. A 'Saved searches' dropdown menu is open, showing a list of saved searches, with 'Recorded calls' selected. The interface also includes buttons for 'Reset', 'Save', 'Apply', 'Download', and 'Delivery Settings'.

Available 24.2.2 minor

Enhanced flow for Assisted Provisioning

Easily access instructions when adding devices!

The Assisted Provisioning setup is now easier than before.
The flow now includes a Copy to Clipboard-link & links to provisioning instructions.





AT&T Business