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

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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

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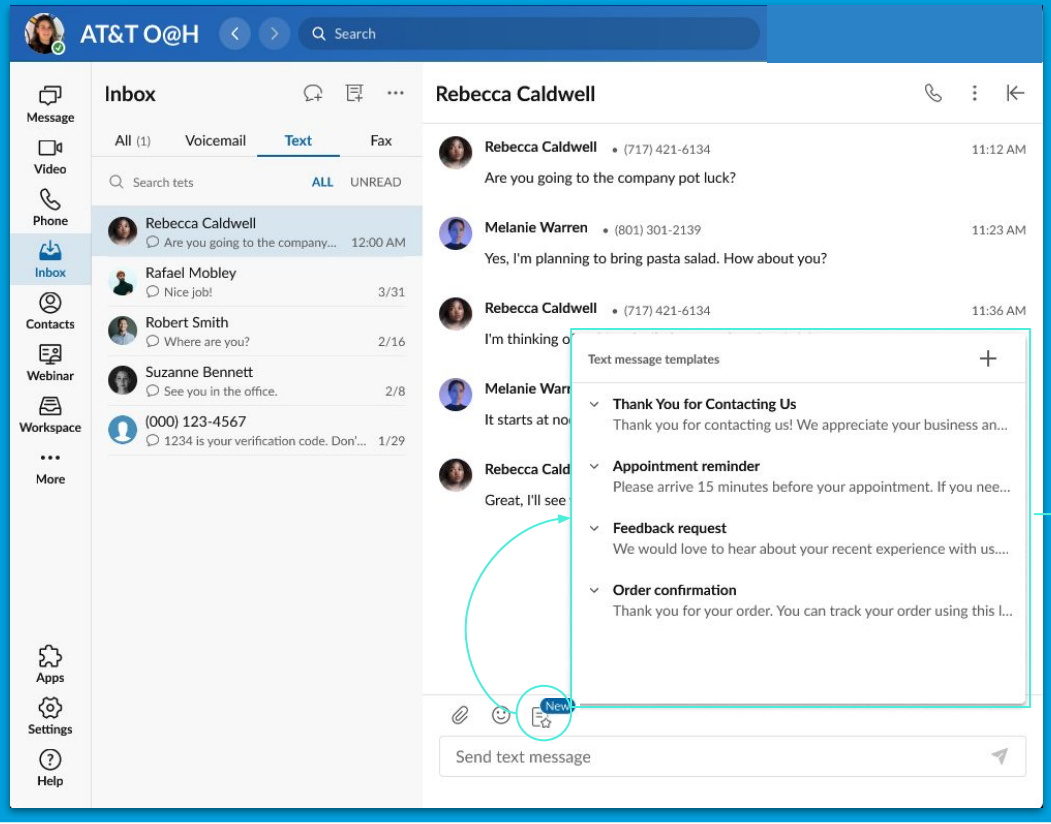
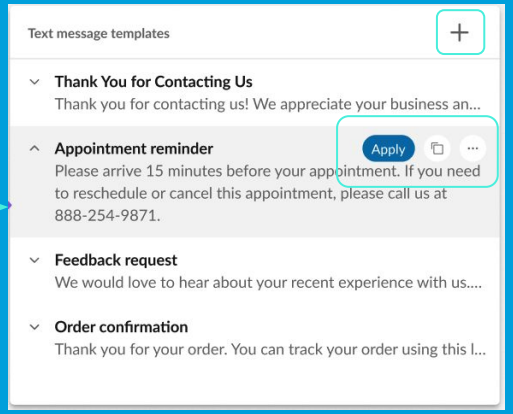
Create personal SMS templates



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.



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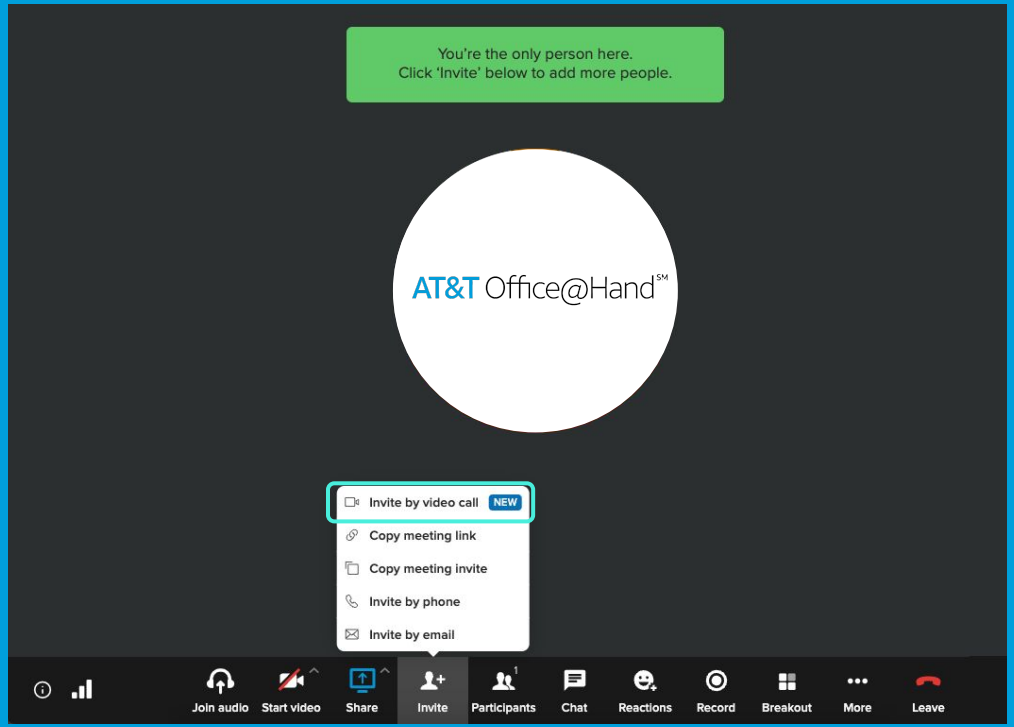
Invite participants for a video call with 1 click

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.



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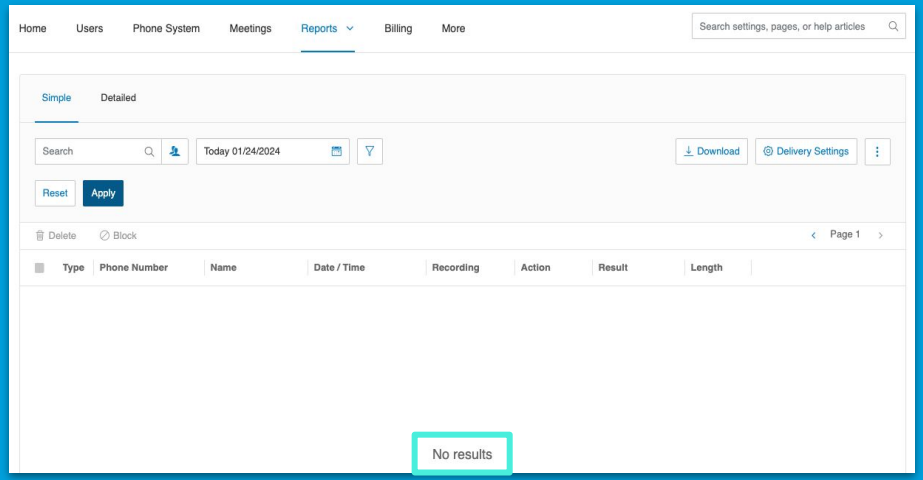
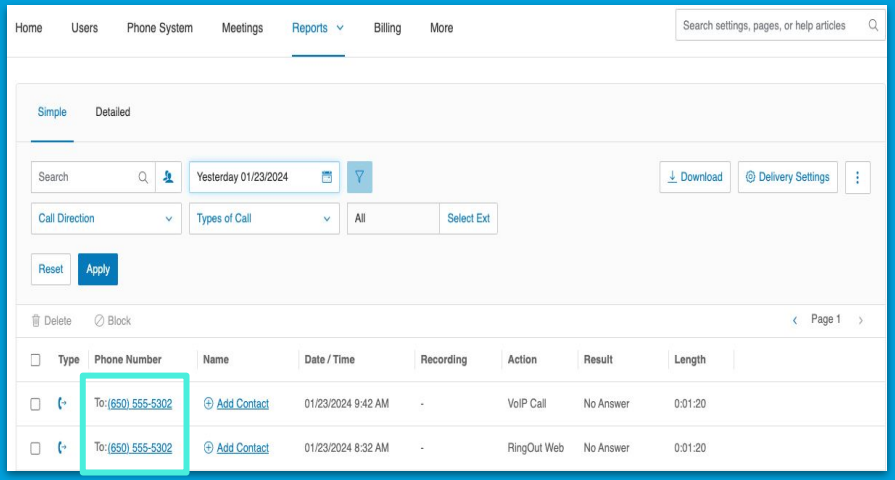
Block or redirect incoming calls

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.



Disconnected calls are not recorded in Call Log



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

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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)

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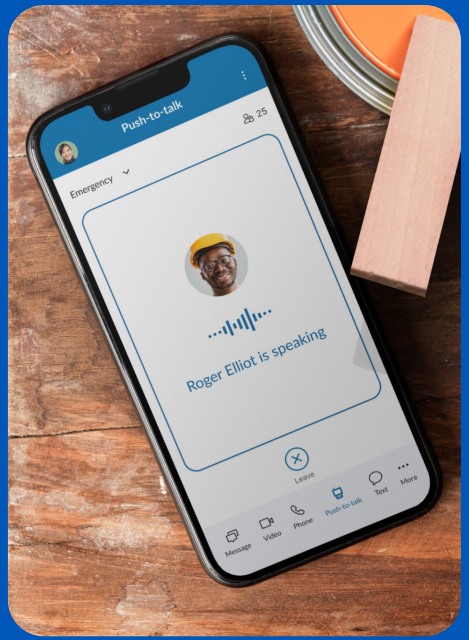
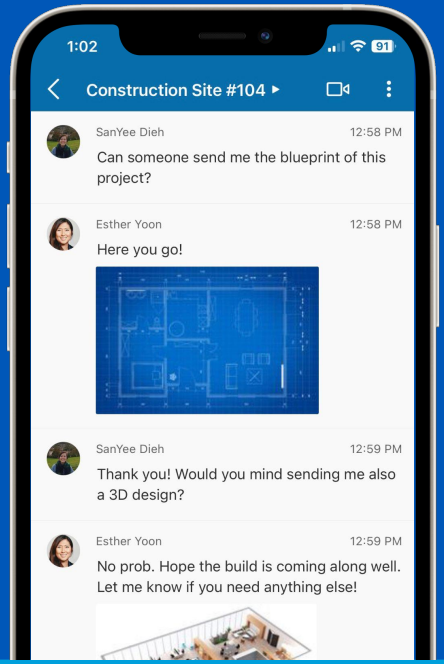
AT&T Push To Talk

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



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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 th**at 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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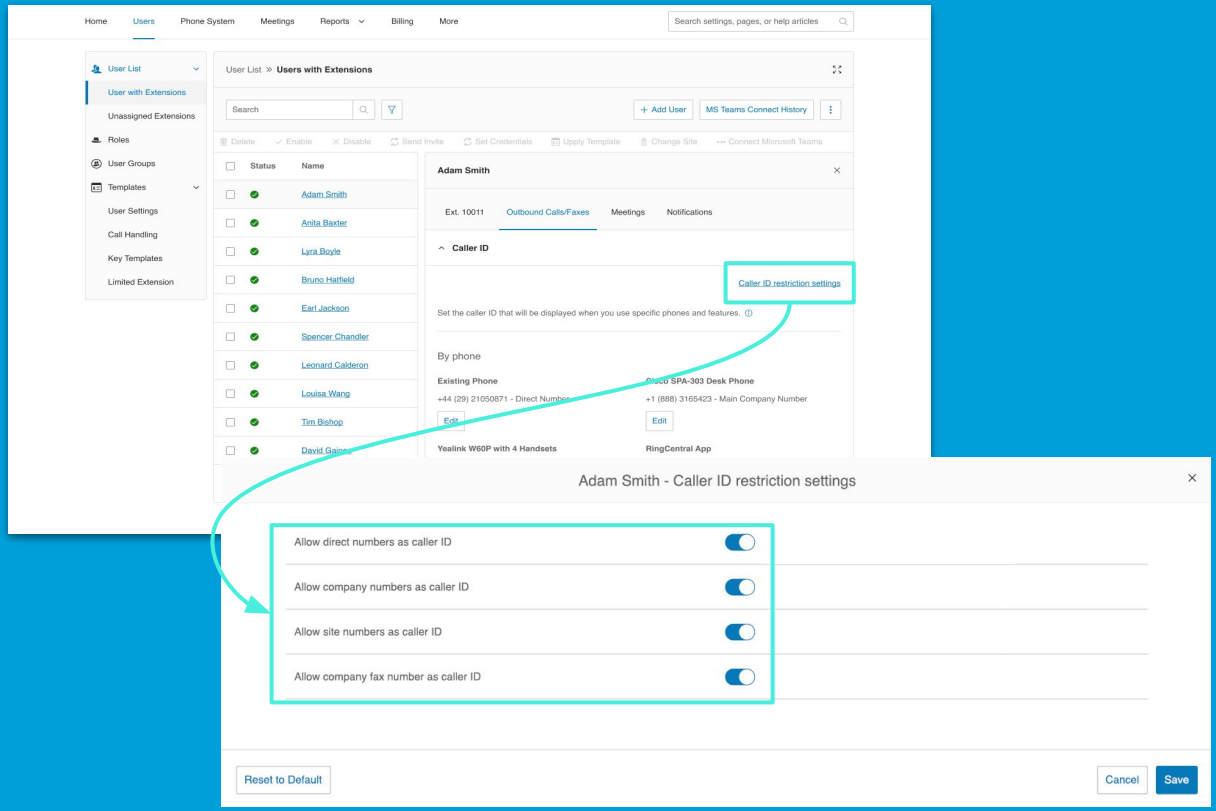
Restrict list of caller IDs users can select

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.



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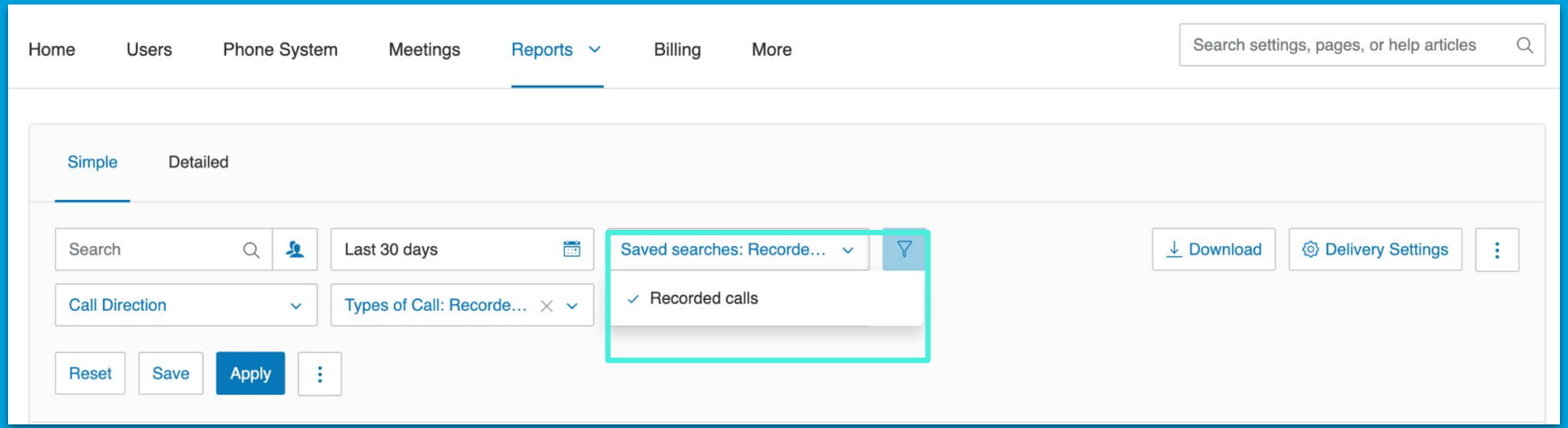
Save call log searches & filters

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!

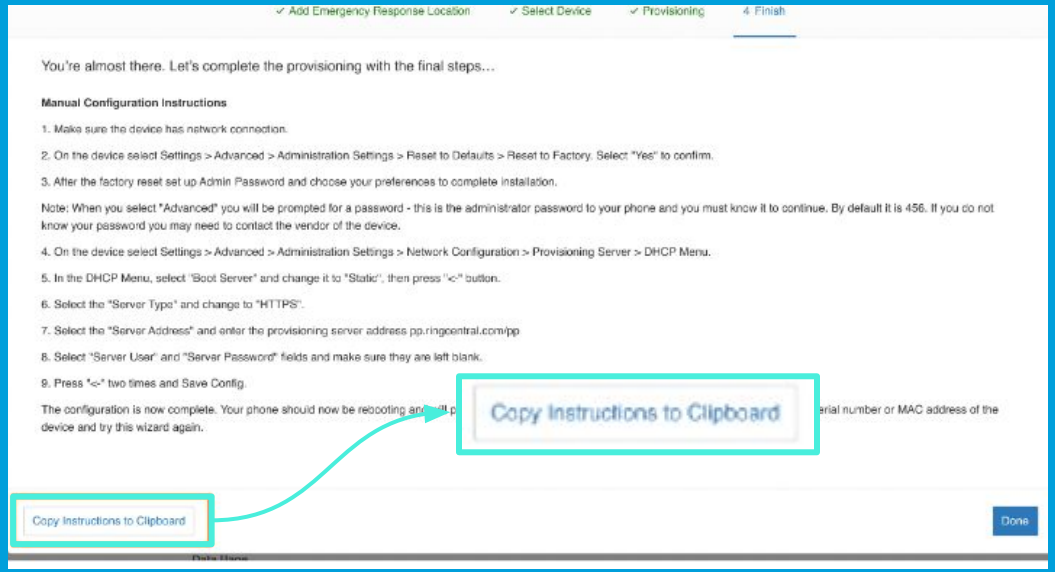


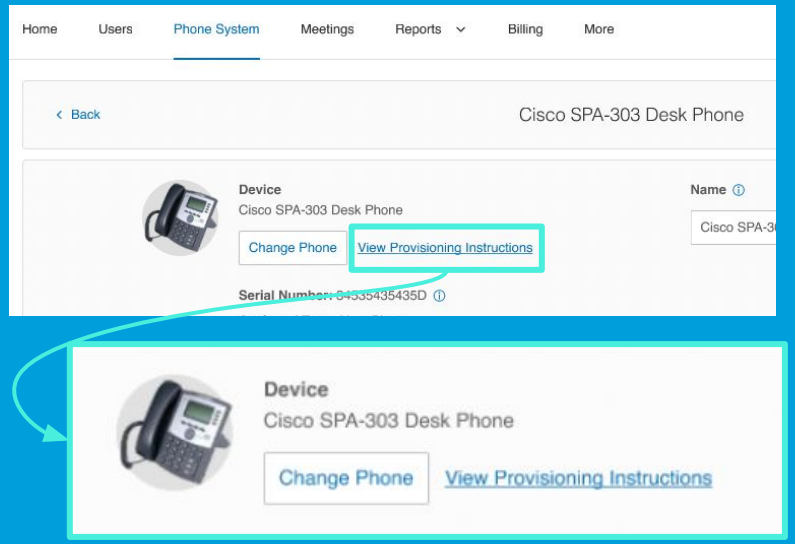
Available 24.2.2 minor

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.





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