

AT&T Office@Hand

24.3 Release

Top Features

Q3 2024

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24.3 Top Feature Roundup

Admin & Core

- AT&T SMS/MMS metering
- Analytics for Network quality and Network Type
- Phone Number Masking and Location Hiding
- Define maximum session lengths

Rooms

- Easily join Teams meetings from Rooms

Call Handling

- Call Answered Elsewhere
- Improvement for DND related to "No ring" issues

Integrations

- Integration for MMS messaging in Salesforce

Hardware

- Custom Key Layout - Yealink & Poly

SMS & MMS metering

AT&T will start billing SMS and MMS usage

AT&T is moving away from having SMS as a free feature.

If desired, AT&T Office@Hand admins can deactivate SMS and MMS messaging for users in the Office@Hand admin portal.

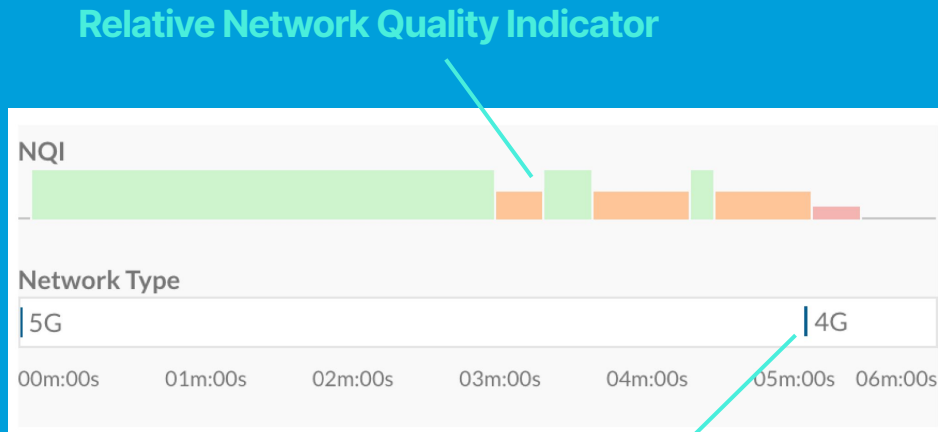
Contact your sales rep for more information.

Analytics for Network Quality and Network Type

*Identify degradation of network
with new analytics!*

The NQI (network quality indicator) and Network Type graph help tell if degradation happened due to a bad network or frequent switches between network types. These can include:

- Poor WiFi signal in the office
- Poor cellular reception during a mobile call
- Calls that suffered connection issues in a borderline WiFi/Cellular area with multiple switches between network types



Type of Connection

Phone Number Masking & Hide Location Data Controls

Enjoy a more granular set of permissions to control and limit user calling data and location information.

Admins now have the ability to mask external phone numbers and location based data displayed within the service web "Company Call Logs" and "Analytics" portal.

Have the ability to:

- Mask external phone numbers inbound & outbound in both Company Call Logs and Analytics portal
- Remove/hide location map & IP Address information from Analytics Portal
- Override permissions on a per user bases based on users assigned roles permission

Define maximum session lengths

Advanced security reduces exploitation time!

When user sessions are compromised, a bad actor can keep the session alive for any length of time.

Admins can now define the maximum sessions lengths across all clients when enabled by customer request.

The screenshot shows the 'Session Timeout' configuration page within the 'Security and Compliance' section of the Service Console. The page has a navigation bar at the top with links: Home, Users, Phone System, Meetings, Reports, Billing, and More. On the left, a sidebar menu includes Service Console, Audit Trail, Service Status, Account Settings, Security and Compliance (selected), Single Sign-on, Session Timeout (highlighted), and Privacy Preferences. The main content area is titled 'Security and Compliance » Session Timeout'. It contains two sections, each with a title and a 'Custom' dropdown menu. The first section is 'Log users out when they are inactive for' and the second is 'Log users out automatically irrespective of activity after a specified period'. Both sections have input fields for 5 Days, 5 Hours, and 5 Minutes. At the bottom, there is a checkbox labeled 'Exempt these apps from the policy - Mobile, Desktop, RingCentral plugin for Microsoft Teams and RingCentral App for Carplay'.

Home Users Phone System Meetings Reports Billing More

Service Console

Audit Trail

Service Status

Account Settings

Security and Compliance

Single Sign-on

Session Timeout

Privacy Preferences

Security and Compliance » Session Timeout

Log users out when they are inactive for ⓘ

Custom

5 Days 5 Hours 5 Minutes

Log users out automatically irrespective of activity after a specified period ⓘ

Custom

5 Days 5 Hours 5 Minutes

☐ Exempt these apps from the policy - Mobile, Desktop, RingCentral plugin for Microsoft Teams and RingCentral App for Carplay

Easily join Teams meetings from Rooms

A simple way to join Microsoft Teams meetings from RingCentral Rooms.

Users need an easy way to join Teams meetings from Rooms.
This new feature allows this via a one-click “Join”-button.



Call Answered Elsewhere

*Don't see a "Missed Call"
when someone else answers.*

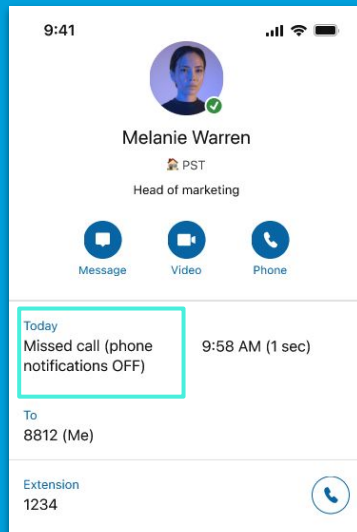
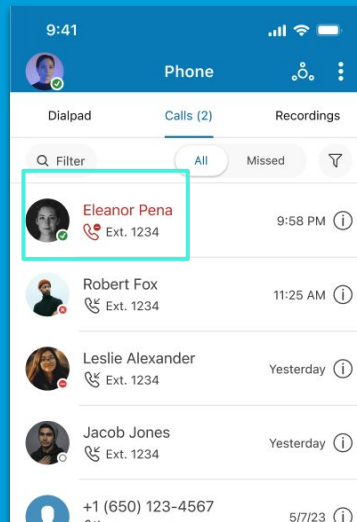
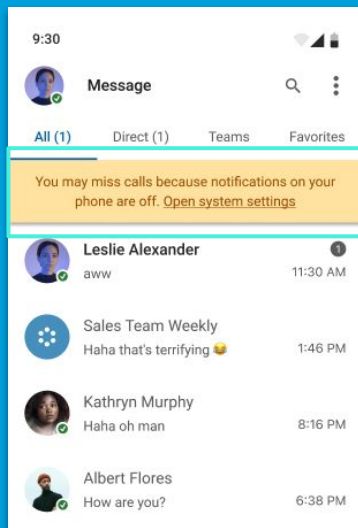
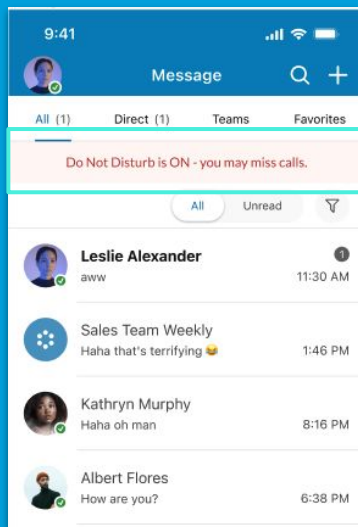
Prior to this enhancement, when someone answered an incoming call that was simultaneously ringing multiple endpoints and coworkers, other persons see a 'Missed' call.

With this enhancement, others see 'Answered Elsewhere'.

Improvement for DND-related "No ring" issues

New banners indicate users may miss call in DND-status.

Users are now notified they may miss calls when DND-status is turned on. Helping users understand DND-related missed calls will reduce support required on troubleshooting issues.



Integration for MMS messaging in Salesforce

*Unlock seamless communication!
MMS messaging now in SalesForce.*

Send MMS messages directly from Salesforce, enriching customer interactions. This feature can take customer communication to the next level, ensuring more engaging and impactful experiences—all within the Salesforce platform.

Custom Key Layout - Yealink & Poly

Tailor your experience!

Custom key layouts for Yealink T5 Series Phones and Poly Edge E500 now lets users easily choose which functions appear on line keys, tailoring the phone interface to fit everyone's unique needs.
Enhance efficiency with a layout personally designed!



AT&T Business