AT&T Business

AT&T Office@Hand 24.4 Release Top Features

Q4 2024

RingCentral

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24.4 AT&T Office@Hand Top Feature Roundup

1 **Desktop/Web Apps**
Audio & video messaging
Closed captions and live transcription during phone calls

2 **Admin & Core**
Bulk delete unassigned extensions
Assign CNAM to specific phone numbers
Set caller ID for all phones/features
Role-based MFA (using authenticator app) policy
Restrict GeoIP/IP for App & ServiceWeb

3 **Call Handling**
Site and Call Queue call handling templates

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Audio & video messaging

Desktop/Web Apps

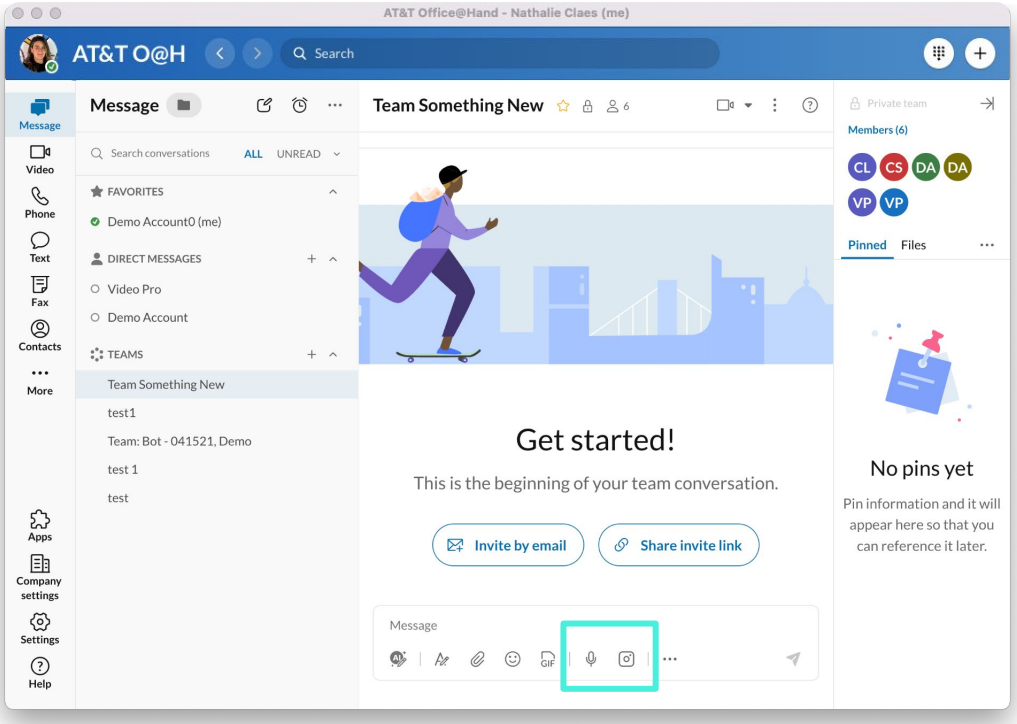
What's new?

Save time and add context to your conversations!

Easily record and send audio & video messages.

What problem does it solve?

This new audio and video message feature in office@hand aims to make communication more efficient, effective, and accessible for users.



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Closed captions and live transcription during phone calls

Desktop/Web Apps

What's new?

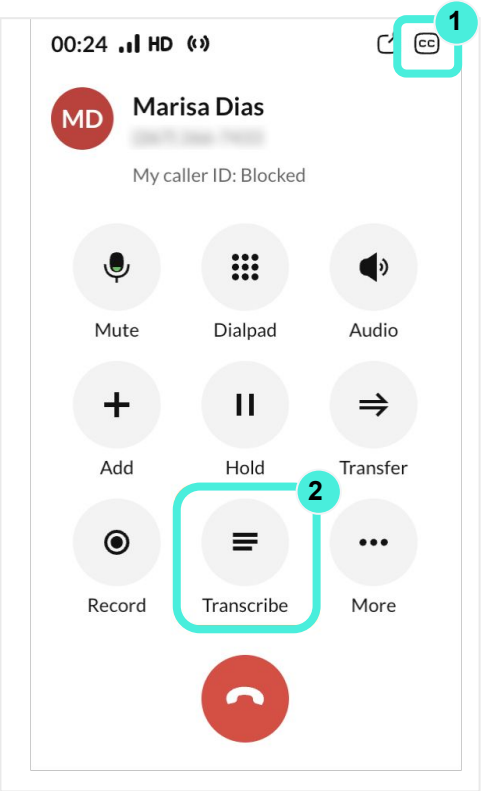
During a phone call in the Office@Hand app, users can turn on closed captions and live transcription.

Office@Hand 2.0 only

Premium only

What problem does it solve?

Improve accessibility for calls and help catch up with anything users may have missed.



1 Turn closed caption by clicking the icon at the top right of the call window.

2 Turn on live transcription by clicking Transcribe on the dialpad.

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Bulk delete unassigned extensions

Admin & Core

What's new?

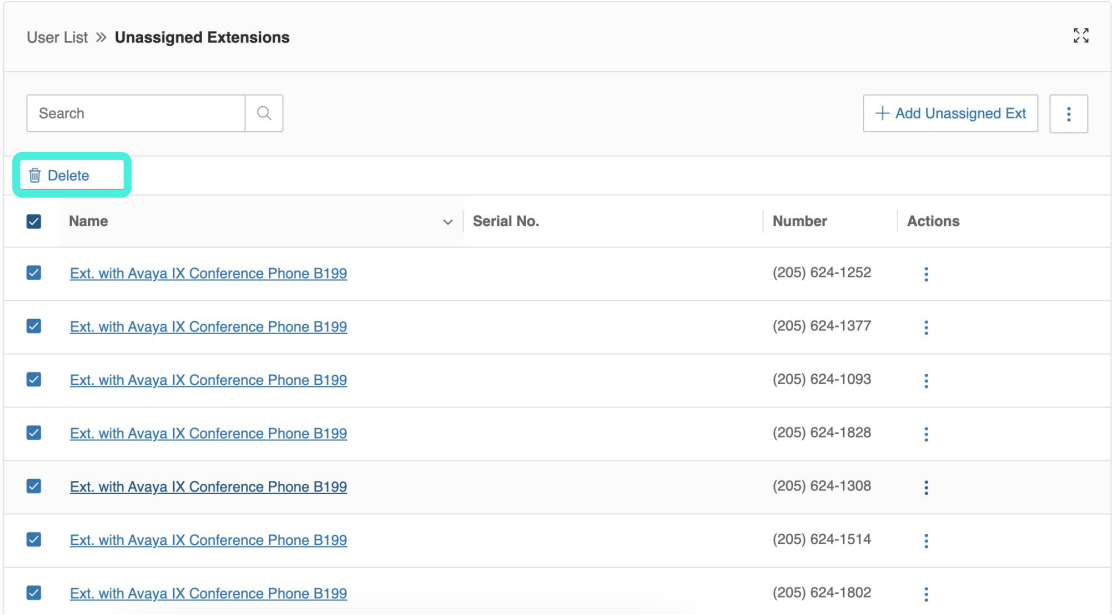
You can now select multiple unassigned extensions and delete them via bulk delete operation.

Office@Hand 2.0 only

What problem does it solve?

Save time by no longer manually processing deletions.

Prior to this update, unassigned extensions had to be deleted as a single delete action.



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Assign CNAM to specific phone numbers

Admin & Core

What's new?

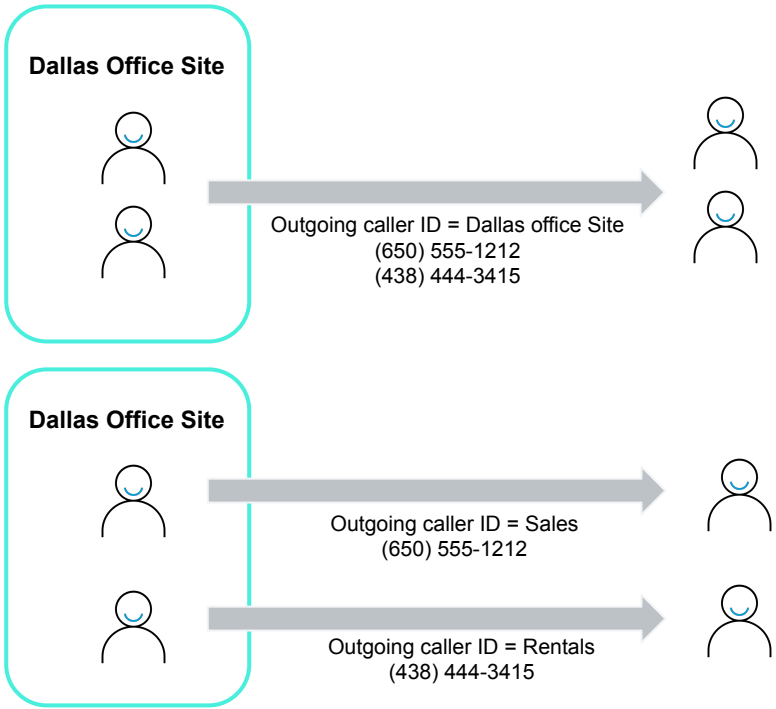
You can now set CNAM on a per-number basis.

Previously, CNAM could only be assigned to all numbers on a per-site basis.

Applies to all packages with calling capabilities

What problem does it solve?

The ability to set CNAM on a per-number basis. Contact center customers often have different business identities and need to set CNAM on a per number basis. Admins need the ability to assign CNAM per number in order to override company/site CNAM.



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Set caller ID for all phones/features

Admin & Core

What's new?

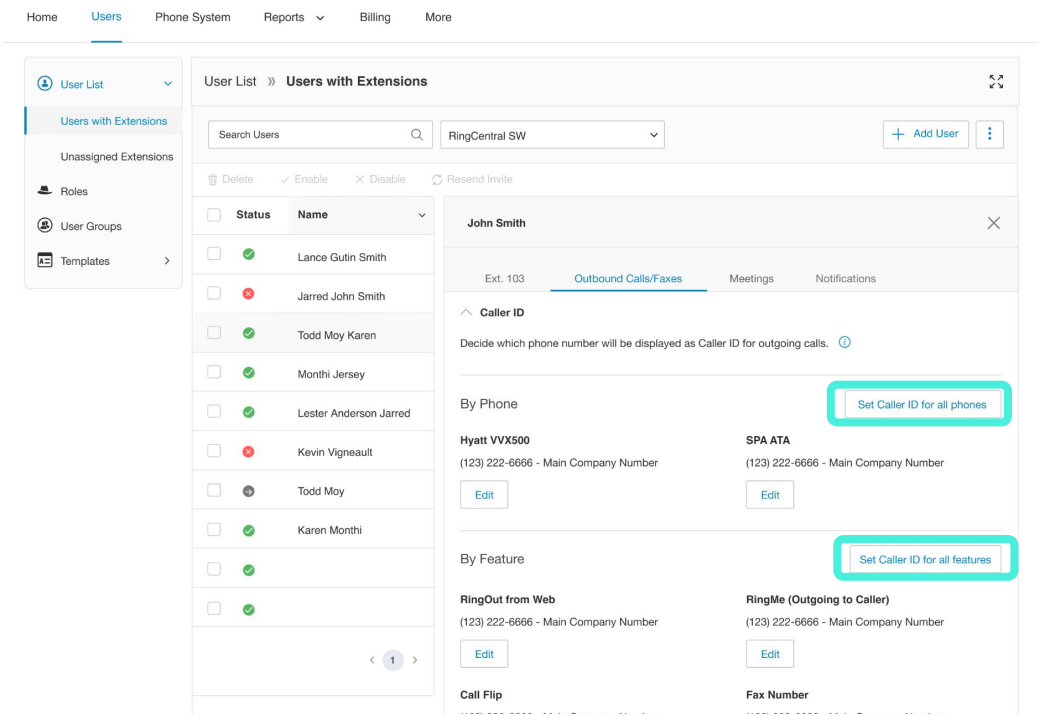
Customer admins and end users now have the ability to set caller ID for all phones or features at once.

Applies to all packages supporting caller ID.

What problem does it solve?

Reduced workload!

Previously, a user had to update the caller ID settings one by one, or use bulk caller ID capabilities. This can be overkill for quick ad-hoc changes. It was also not available to end users.



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Role-based MFA (using authenticator app) policy

Admin & Core

What's new?

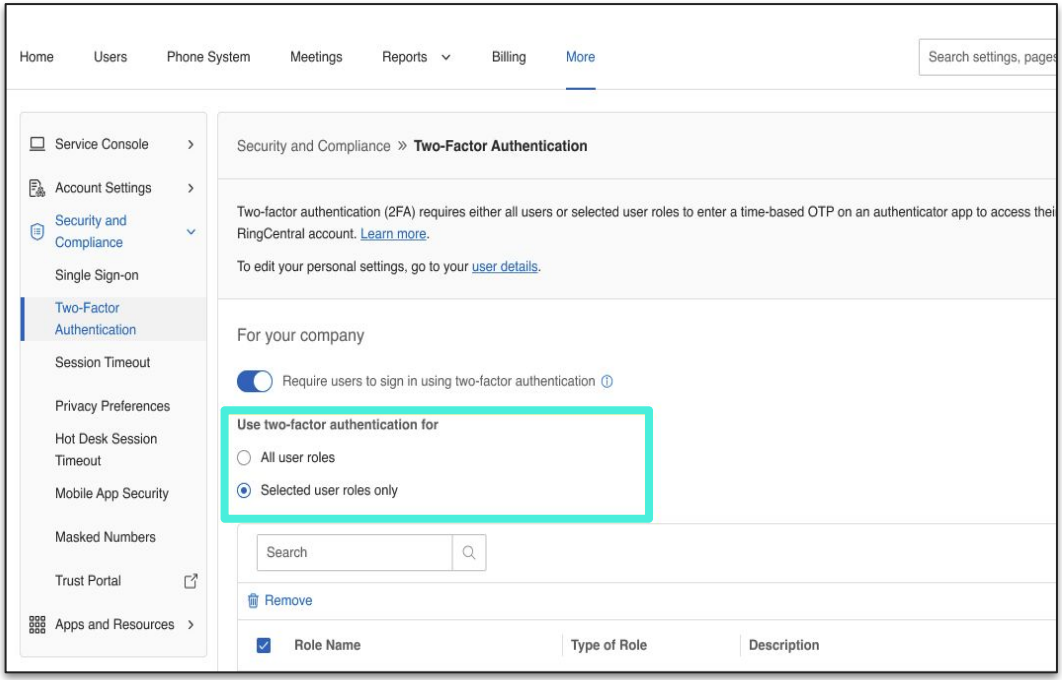
Administrators can now enforce multi-factor authentication (MFA) for specific roles.

This security measure requires users to complete a 2nd authentication step using a time-based one-time password (TOTP) generated by authenticator apps such as Google Authenticator.

Feature available in the minor release (24.4.2).

What problem does it solve?

This feature offers flexibility in enforcing this rule, such as applying it only to privileged roles rather than to all users.



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Restrict GeoIP/IP for App & ServiceWeb

Admin & Core

What's new?

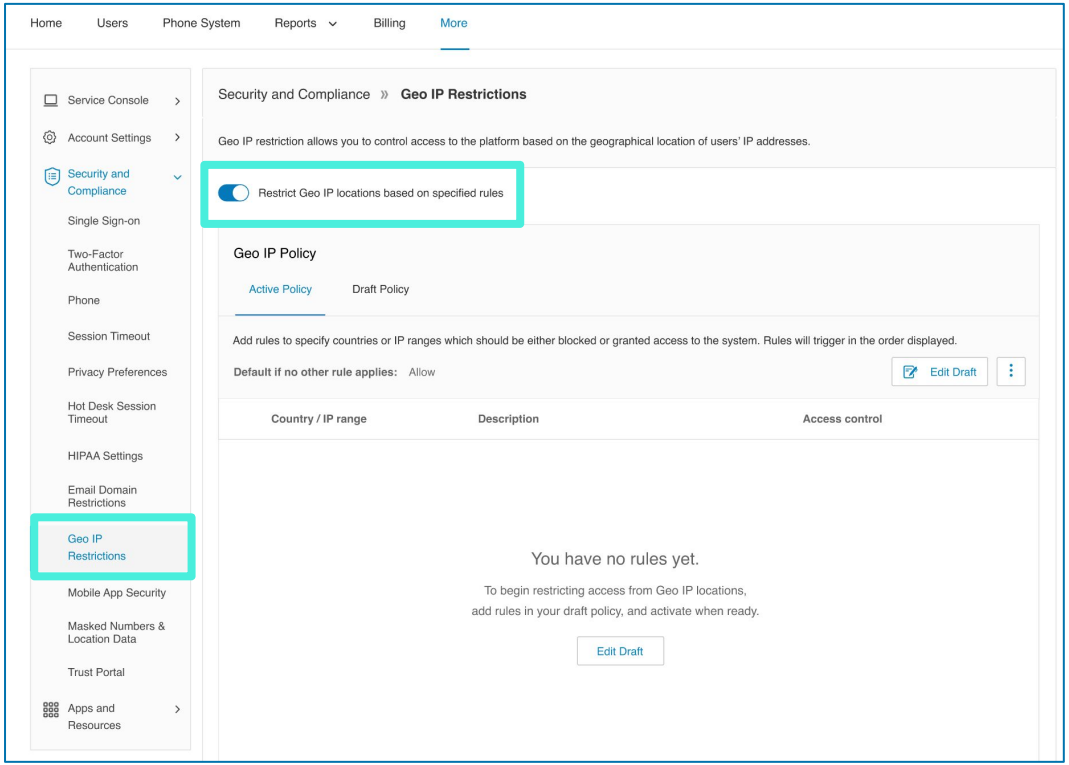
Users now have the ability to Restrict Apps and ServiceWeb based on their GeoIP/IP

What problem does it solve?

Higher security.

Federal agencies have higher security demands compared to our usual client base. While not explicit FedRAMP requirements, Network Access controls are generally implemented for Gov. Cloud customer networks.

Feature available in the minor release (24.4.2).



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Site and Call Queue call handling templates

Call Handling

What's new?

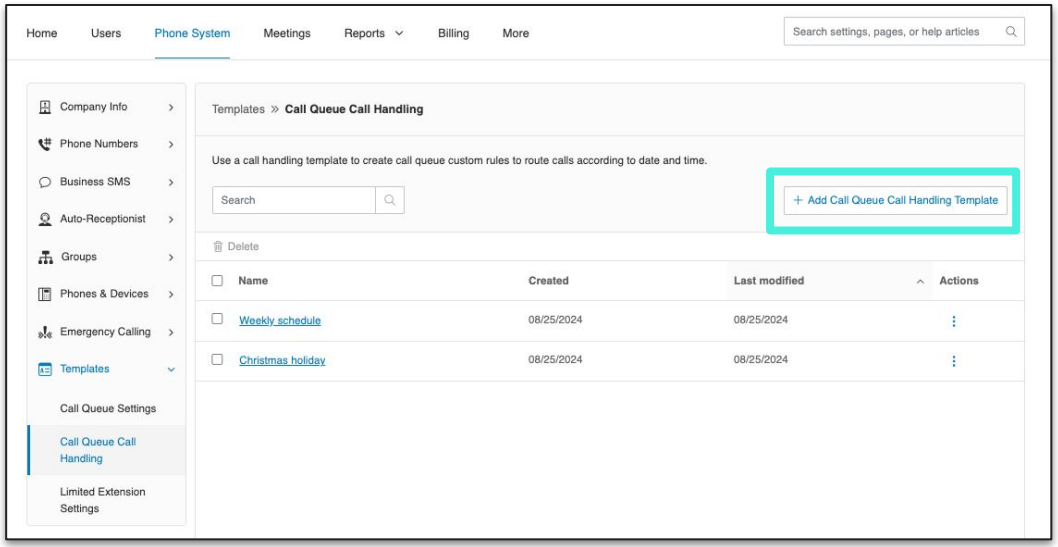
Set custom rules for sites and call queues using templates.

New call handling templates for Sites and Call Queues allows users to setup custom call rules in a single step and easily change how calls are handled during company holidays, special events, or unexpected conditions.

Feature available in the minor release (24.4.2).

What problem does it solve?

Reduced workload as custom rules must no longer be set for each site and call queue individually.



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