



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

Audio & video messaging

Desktop/Web Apps

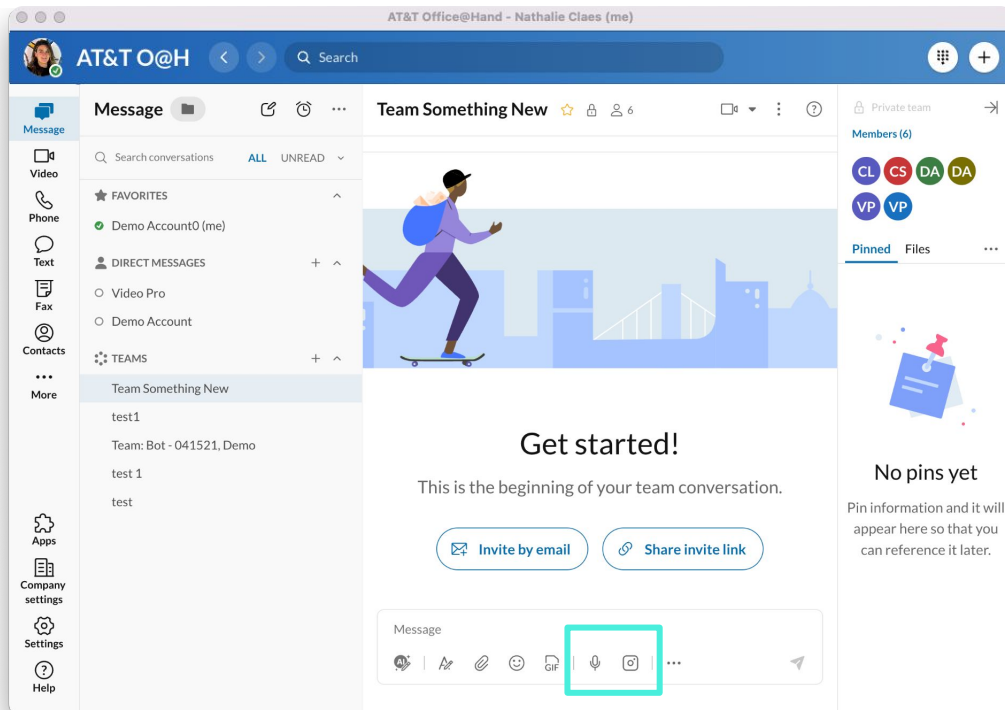
What's
new?

**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.



Closed captions and live transcription during phone calls

Desktop/Web Apps

What's
new?

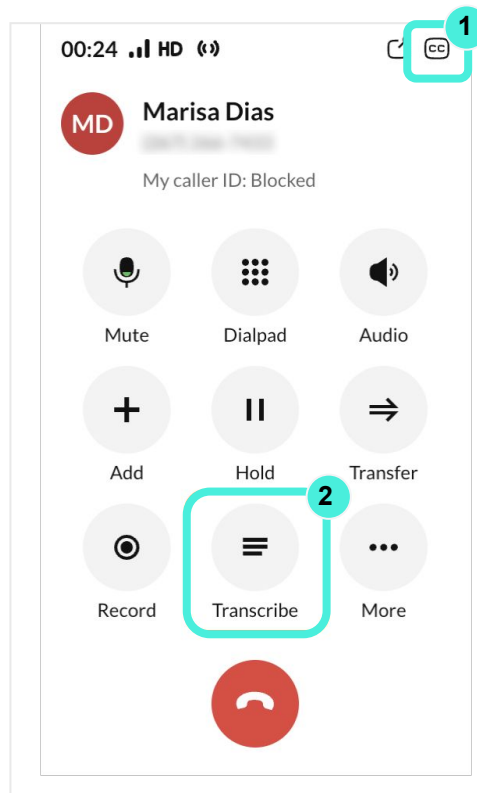
What
problem
does it
solve?

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

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

Office@Hand 2.0 only

Premium only



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.

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.

User List » Unassigned Extensions

Search

+ Add Unassigned Ext

Delete

<input checked="" type="checkbox"/>	Name	Serial No.	Number	Actions
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1252	<div></div>
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1377	<div></div>
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1093	<div></div>
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1828	<div></div>
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1308	<div></div>
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1514	<div></div>
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1802	<div></div>

Assign CNAM to specific phone numbers

Admin & Core

What's new?

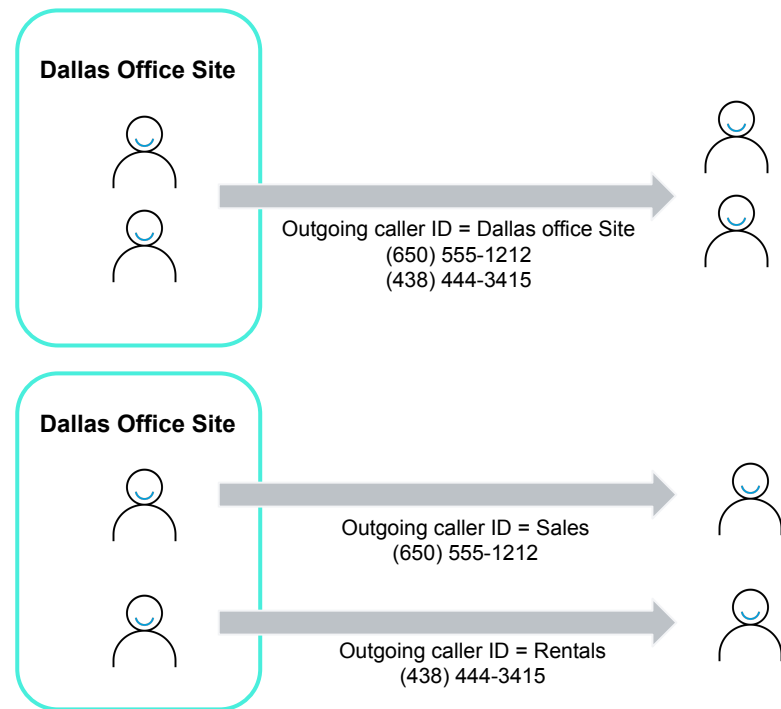
You can now set CNAM on a per-number basis.

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.



Set caller ID for all phones/features

Admin & Core

What's
new?

What
problem
does it
solve?

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.

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.

Home Users Phone System Reports Billing More

User List Users with Extensions Unassigned Extensions Roles User Groups Templates

User List » Users with Extensions

Search Users RingCentral SW + Add User

Delete Enable Disable Resend Invite

Status	Name
<input type="checkbox"/>	Lance Gutin Smith
<input type="checkbox"/>	Jarred John Smith
<input type="checkbox"/>	Todd Moy Karen
<input type="checkbox"/>	Monthi Jersey
<input type="checkbox"/>	Lester Anderson Jarred
<input type="checkbox"/>	Kevin Vigneault
<input type="checkbox"/>	Todd Moy
<input type="checkbox"/>	Karen Monthi

John Smith

Ext. 103 Outbound Calls/Faxes Meetings Notifications

Caller ID

Decide which phone number will be displayed as Caller ID for outgoing calls.

By Phone

Hyatt VVX500 (123) 222-6666 - Main Company Number Edit

SPA ATA (123) 222-6666 - Main Company Number Edit

By Feature

RingOut from Web (123) 222-6666 - Main Company Number Edit

RingMe (Outgoing to Caller) (123) 222-6666 - Main Company Number Edit

Call Flip Fax Number

Role-based MFA (using authenticator app) policy

Admin & Core

What's
new?

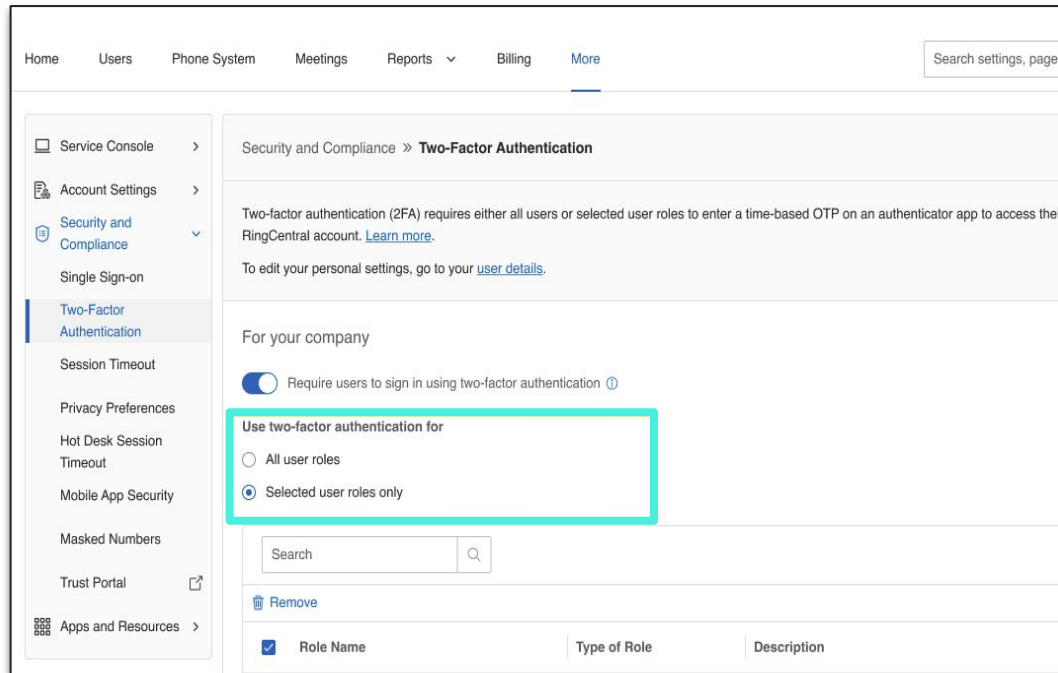
Administrators can now enforce multi-factor authentication (MFA) for specific roles.

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.



Restrict GeoIP/IP for App & ServiceWeb

Admin & Core

What's
new?

What
problem
does it
solve?

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

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).

The screenshot displays the ServiceWeb Admin console interface. The top navigation bar includes links for Home, Users, Phone System, Reports, Billing, and More. The left sidebar menu lists various settings categories, with 'Security and Compliance' expanded to show options like Single Sign-on, Two-Factor Authentication, Phone, Session Timeout, Privacy Preferences, Hot Desk Session Timeout, HIPAA Settings, Email Domain Restrictions, Geo IP Restrictions (highlighted with a red box), Mobile App Security, Masked Numbers & Location Data, Trust Portal, and Apps and Resources. The main content area is titled 'Security and Compliance >> Geo IP Restrictions'. It contains a toggle switch for 'Restrict Geo IP locations based on specified rules' (highlighted with a red box), which is currently turned on. Below this, there's a section for 'Geo IP Policy' with tabs for 'Active Policy' and 'Draft Policy'. The 'Active Policy' tab shows a message: 'Add rules to specify countries or IP ranges which should be either blocked or granted access to the system. Rules will trigger in the order displayed.' Below this message is a table with columns 'Country / IP range', 'Description', and 'Access control'. The table is currently empty, and a message at the bottom states: 'You have no rules yet. To begin restricting access from Geo IP locations, add rules in your draft policy, and activate when ready.' with an 'Edit Draft' button.

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.

