



AT&T Office@Hand 25.2 Release Top Features

Q2 2025
RingCentral

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25.2 AT&T Office@Hand Top Feature Roundup

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Desktop/Web App

Voicemail screening

Attach and send various multimedia vis MMS

Enhanced Fax Delivery Failure

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Admin & Core

New default Licenses & Inventory interface

Logout permission in roles

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Call Handling

Call Queue - All agents busy

4

Security

MFA bypass on trusted devices with admin control

Screen voicemail & prioritize urgent matters

Desktop/Web App

What's new?

Gain real-time control over incoming calls with Voicemail Screening.

Listen live as messages are being left.

What problem does it solve?

Instantly decide whether to pick up, prioritize, or ignore. This helps you respond faster to urgent matters, avoid spam, and stay focused without missing critical calls.



Attach and send various multimedia via MMS

Desktop/Web App

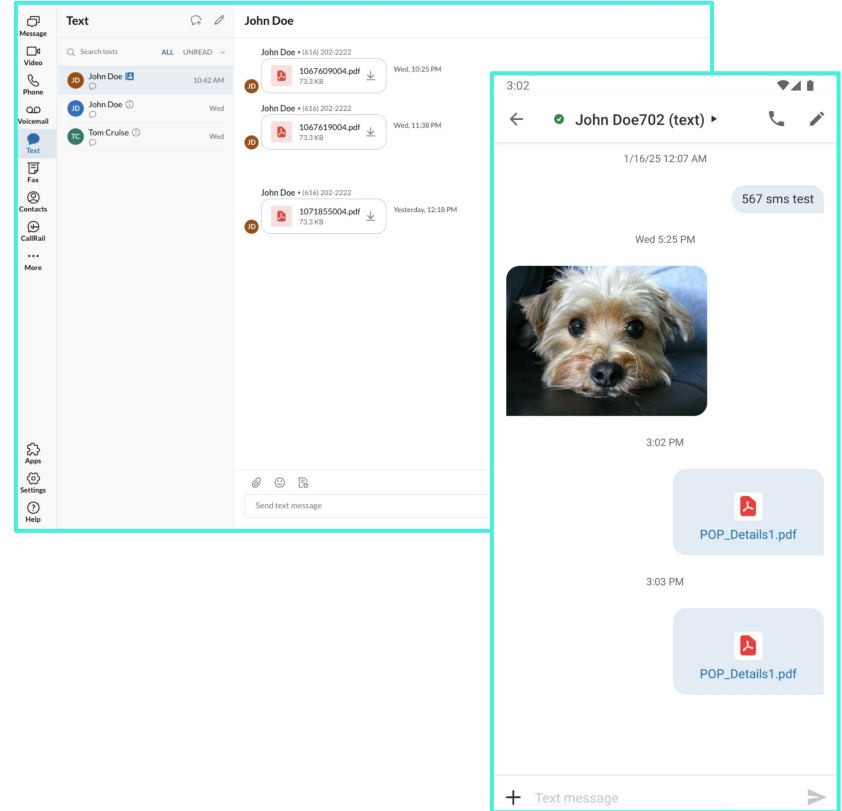
What's
new?

**Enhance
communication with
expanded MMS
support.**

Send and receive a wide range of multimedia and file types, including video, audio, documents, and more.

What
problem
does it
solve?

With the ability to attach various multimedia files to MMS, it allows user for richer and more efficient interactions without switching apps or platforms.



Enhanced Fax Delivery Failure

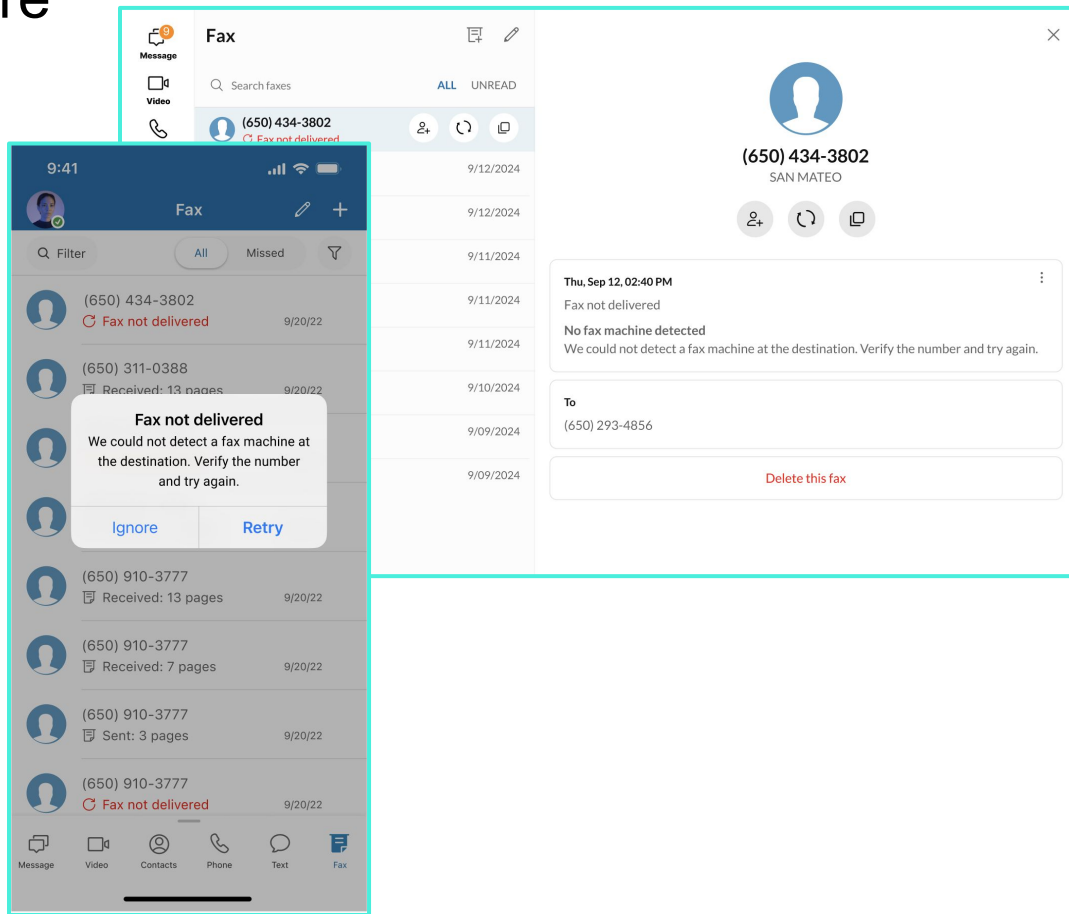
Desktop/Web App

What's
new?

Get clarity when things go wrong. AT&T Office@Hand's improved fax failure messages in mobile and desktop apps now provide detailed explanations to help understand the issue.

What
problem
does it
solve?

Quickly understand issues, like prohibited numbers or transmission errors, and take faster corrective action to push the fax through.



New default Licenses & Inventory interface

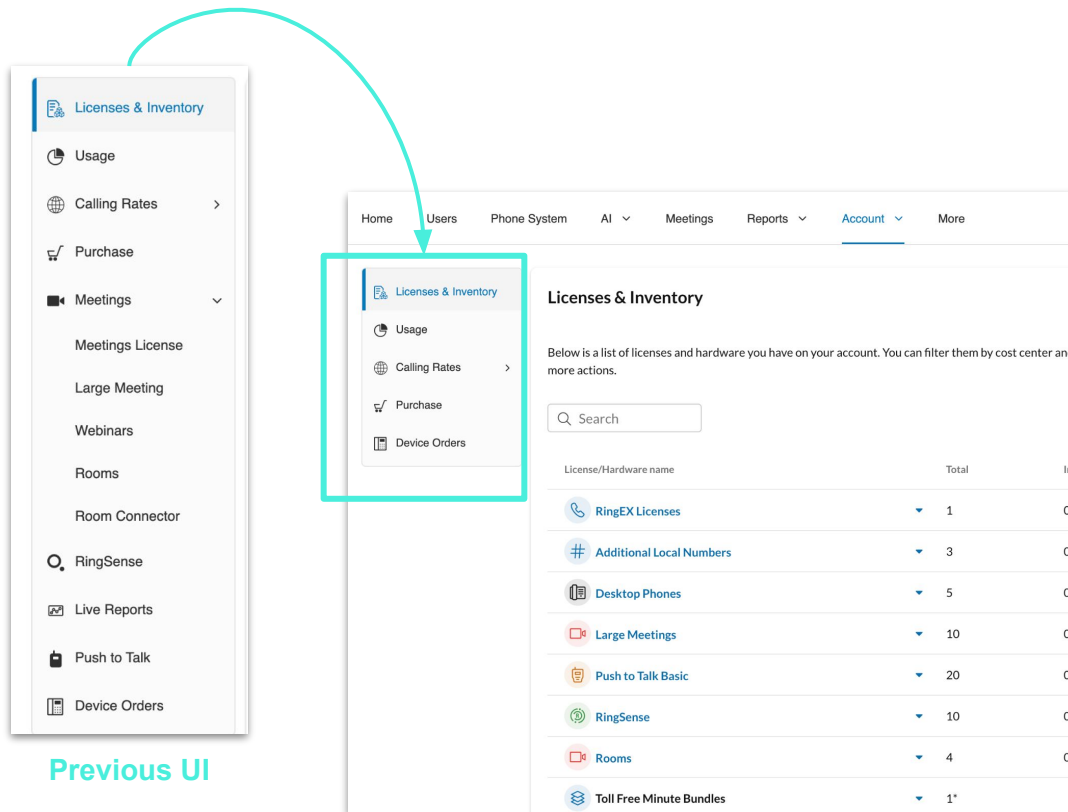
Admin & Core

What's
new?

Experience streamlined license management with the new default Licenses & Inventory interface. Now fully rolled out for all users.

What
problem
does it
solve?

This unified UI replaces older pages and simplifies the management of add-ons like Meetings, Webinars, RingSense, and more, making administration faster and more intuitive.



Previous UI

Logout permission in roles

Admin & Core

What's
new?

Support workforce availability policies with logout permissions.

Admins can now control visibility of the 'Sign Out' button based on user roles

What
problem
does it
solve?

This feature helps enforce stay-connected requirements for on-duty staff and ensuring critical calls are never missed.



Call Queue - All agents busy

Call Handling

What's new?

Ensure no customer is left waiting unnecessarily.

When agents are busy or unavailable, calls can now be proactively redirected to voicemail, alternate numbers, overflow or emergency queues,.

What problem does it solve?

This feature adds smart routing options to redirect calls when agents are unavailable, ensuring faster responses and fewer missed opportunities.



MFA bypass on trusted devices with admin control

Security

What's
new?

Streamlines the login experience.

Admins can allow users to bypass multi-factor authentication (MFA) on trusted devices for a defined period set by account admins.

What
problem
does it
solve?

By reducing repeated MFA prompts on recognized devices, it minimizes user friction, boosts productivity, and encourages broader adoption of secure authentication practices without compromising organizational security policies.

The image shows a screenshot of the RingCentral admin console interface. The top navigation bar includes links for Home, Users, Phone System, Meetings, Reports, Billing, and More. The left sidebar menu lists various settings: Service Console, Account Settings, Security and Compliance (expanded), Single Sign-on, Two-Factor Authentication (highlighted), Session Timeout, Privacy Preferences, Hot Desk Session Timeout, Mobile App Security, and Masked Numbers. The main content area is titled 'Security and Compliance >> Two-Factor Authentication'. It contains text explaining that 2FA requires a time-based OTP and provides a link to 'Learn more'. Below this, there are two toggle switches: 'Require users to sign in using two-factor authentication' (which is turned on) and 'Allow users to skip two-factor authentication for subsequent logins for up to 24 hours' (which is also turned on). Under the second toggle, there is a dropdown menu currently set to '24 hours'. Further down, there is a section 'Use two-factor authentication for' with two radio button options: 'All user roles' (selected) and 'Selected user roles only'. In the foreground, a 'Two-Factor authentication' dialog box is displayed, prompting the user to 'Enter the code from your authentication app.' with six input fields. At the bottom of the dialog, there is a checkbox labeled 'Do not ask on this device for the next 24 hours' and two buttons: 'Cancel' and 'Verify'.

