AT&T Business

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

1 **Desktop/Web App**
Voicemail screening
Attach and send various multimedia vis MMS
Enhanced Fax Delivery Failure

2 **Admin & Core**
New default Licenses & Inventory interface
Logout permission in roles

3 **Call Handling**
Call Queue - All agents busy

4 **Security**
MFA bypass on trusted devices with admin control

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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.

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Attach and send various multimedia via MMS

Desktop/Web App

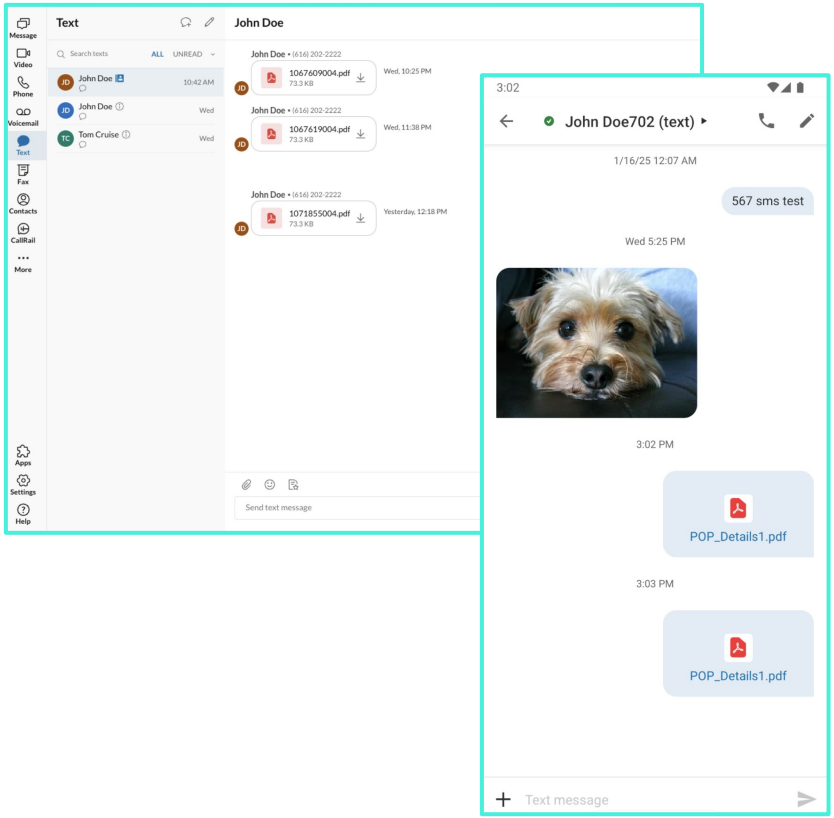
What's new?

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



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Enhanced Fax Delivery Failure

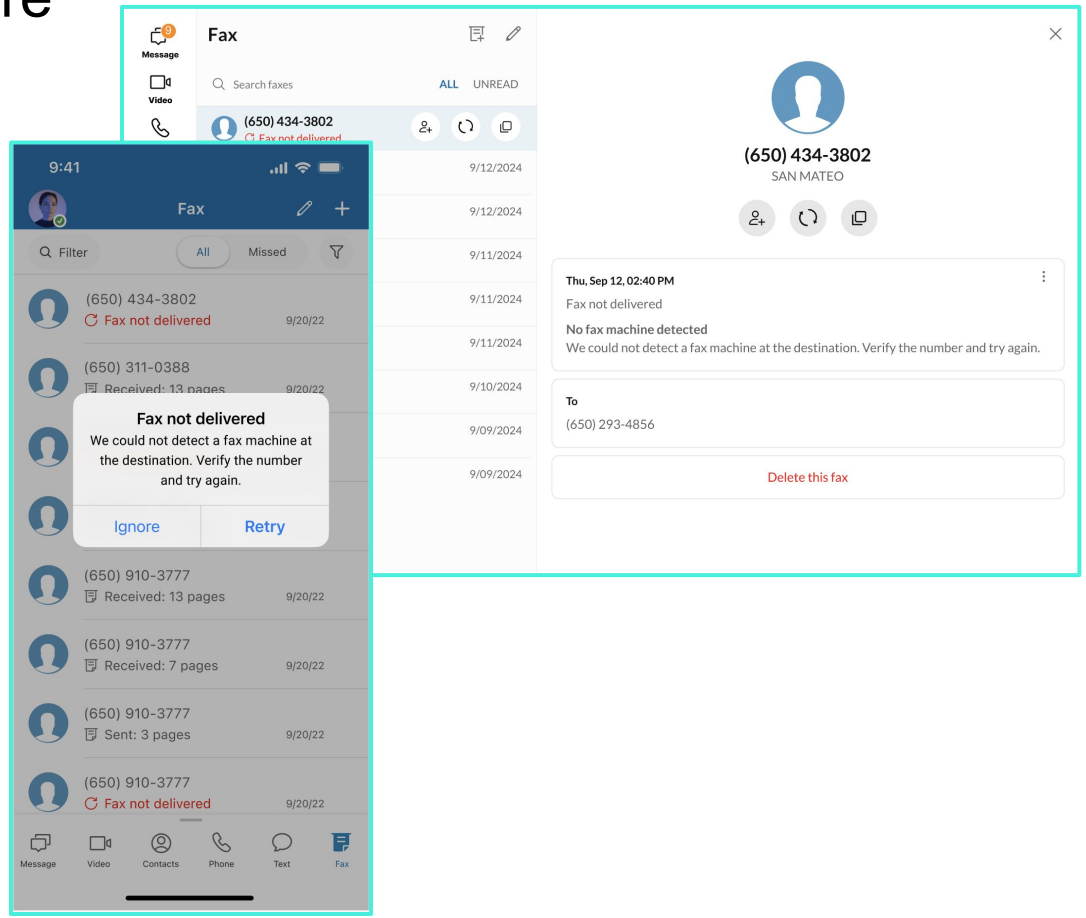
Desktop/Web App

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.



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New default Licenses & Inventory interface

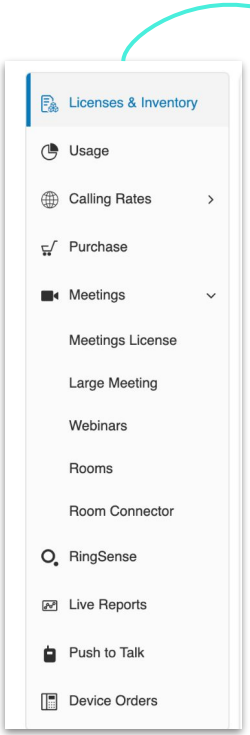
Admin & Core

What's new?

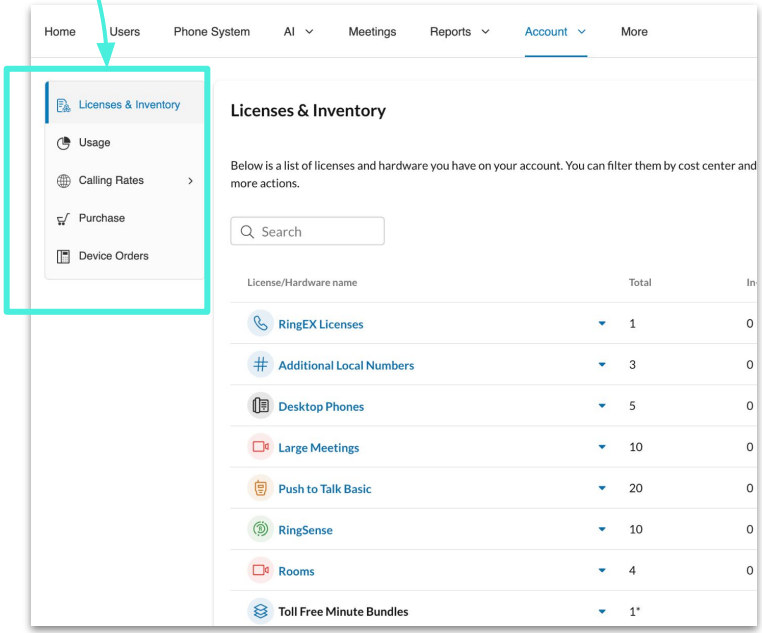
Experience streamlined license management with the new default Licenses & Inventory interface. Now fully rolled out for all users.

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



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Logout permission in roles

Admin & Core

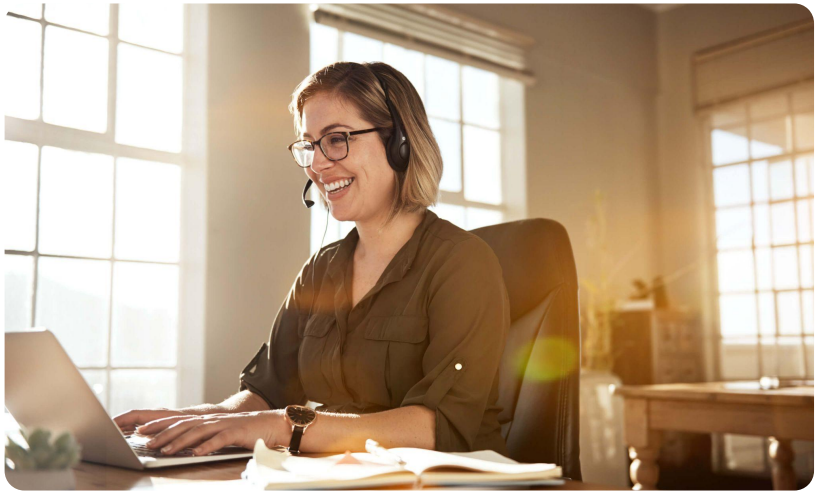
What's new?

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.



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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.

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MFA bypass on trusted devices with admin control

Security

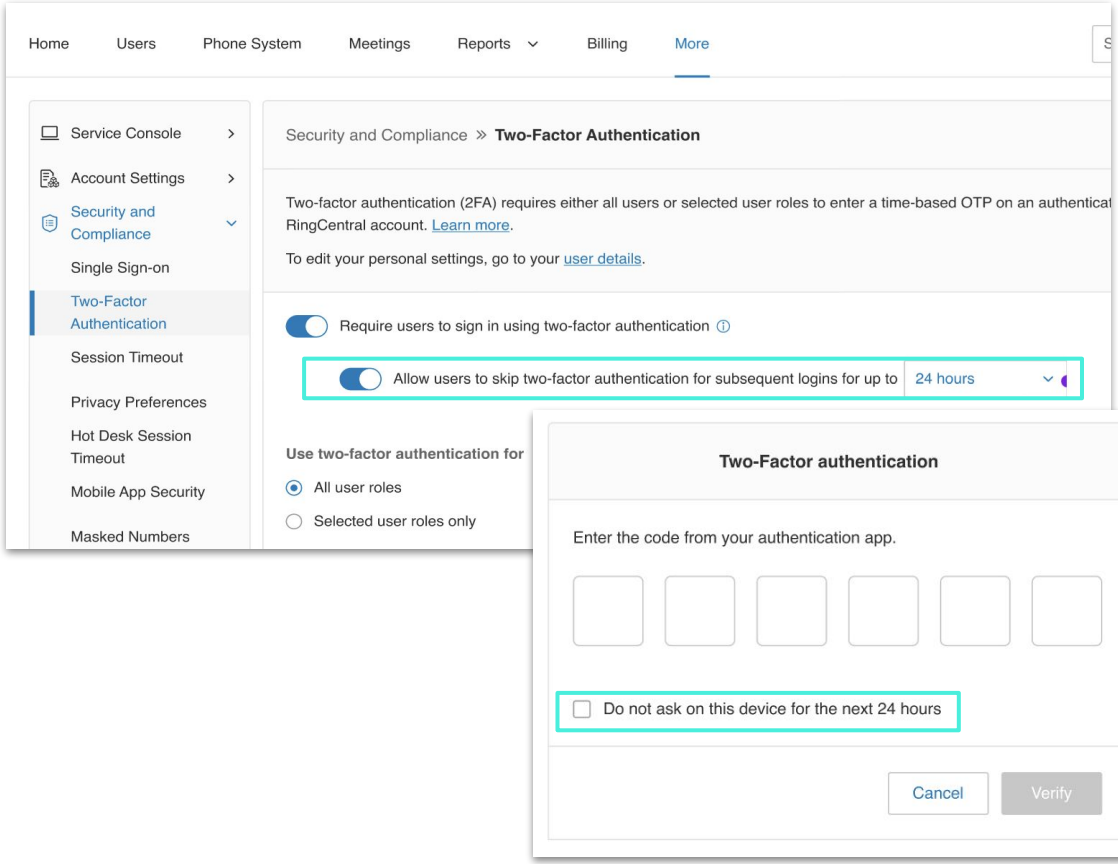
What's new?

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.



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