

# What's In Deck 24.2 AT&T Office@Hand

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## 24.2 Deployment Schedule - AT&T Office@Hand

Item	Release	Dates	Status	Comments
Admin, New Licenses, New Hardphones	24.2	5/24		
Office@Hand Phone App	24.2	5/22		
Office@Hand Mobile App	24.2.20	tbd		Handoff 5/27
Office@Hand Desktop/Web App	24.2.20	6/5		

# Desktop/Web Apps



# Support Safari on Mac

## What's new?

A high-level one line description of what the feature is, and what it offers.

Link to Jira ticket

Enhanced support for Safari browser users, providing access to both signed-in and signed-out functionalities with limited access to complex features.

## What customer problem does it solve and why?

Why did we develop this feature?  
What customer pain point does it solve?  
"For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."

This feature allows Safari users to participate in meetings, especially guest users on Mac.

## Who else has it?

Which competitors have this or similar?  
How is our solution different?

Zoom, Google Meet

## Feature details & availability

When will this be available for the other RC direct and partner brands?  
Is it only available for certain editions?  
Is it billable and when? What is the pricing?  
How is it enabled by customers?  
What are the limitations?  
New API? New data analytics fields or reports?  
Does it involve voice service?  
After the 2nd summary slide, add detail slides describing:  
    How to enable, configure, use the feature.  
    Screenshots.  
    FAQ – what could go wrong, what changes might affect users and their workflow?  
    Localization changes?

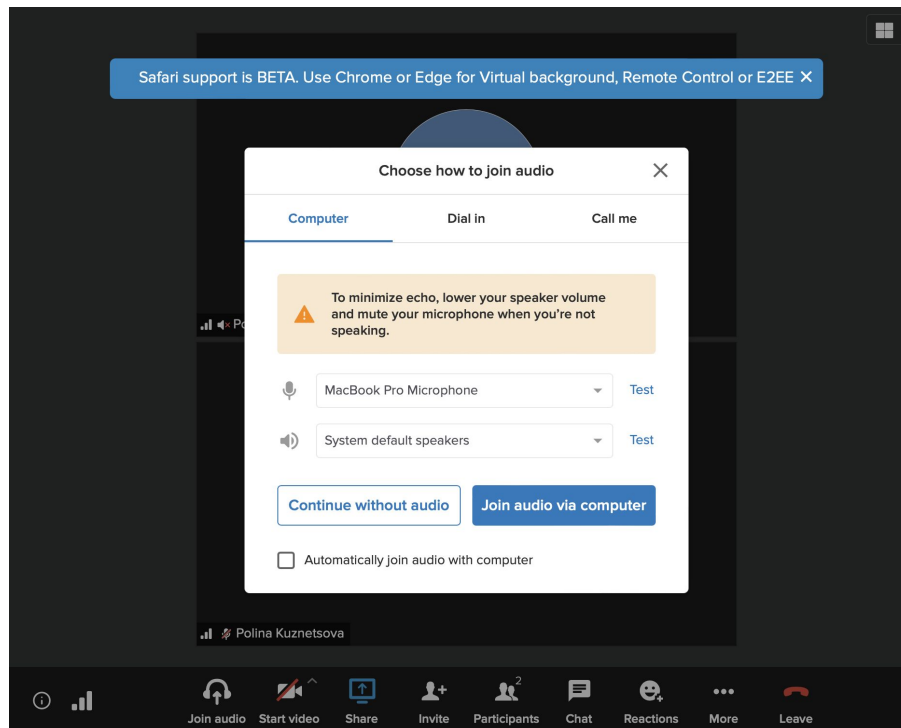
Safari support will be available 24.1.2

# How it works

RCV host and join capability from Safari 17 Mac

These features are not supported:

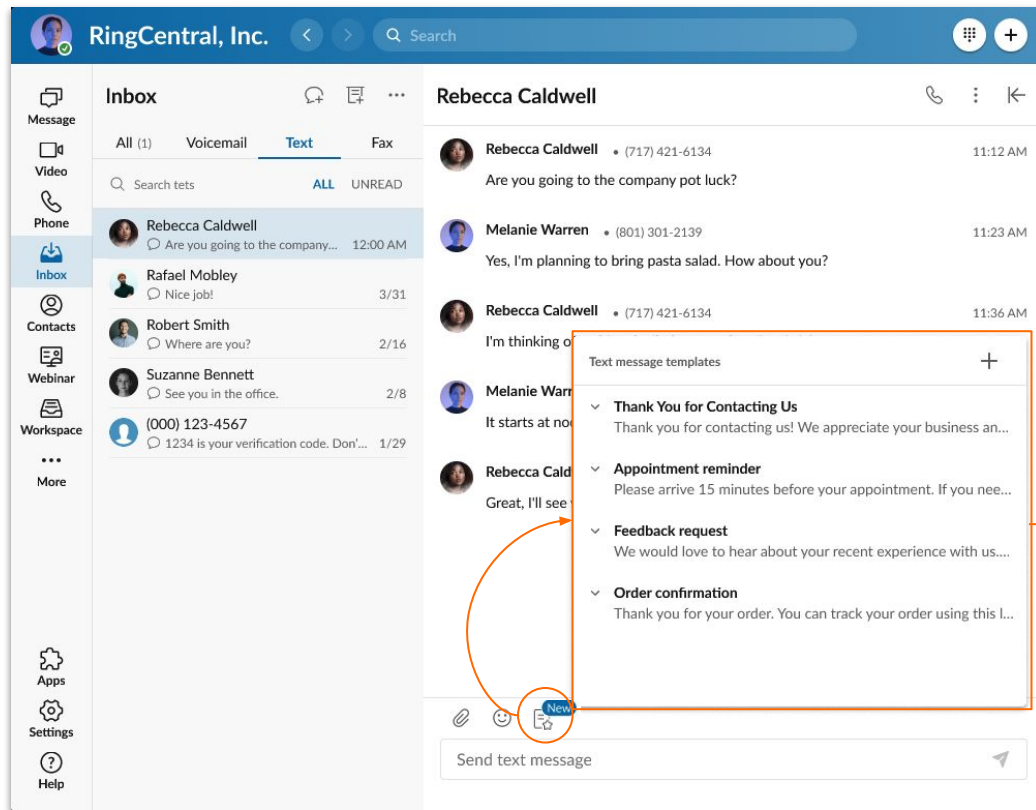
- End-to-end encrypted meetings
- Remote desktop control
- Virtual background and Presentation mode
- Advanced noise suppression
- Share button on the welcome page
- Launch from app.ringcentral.com
- Audio auto-disconnect in case of the second join



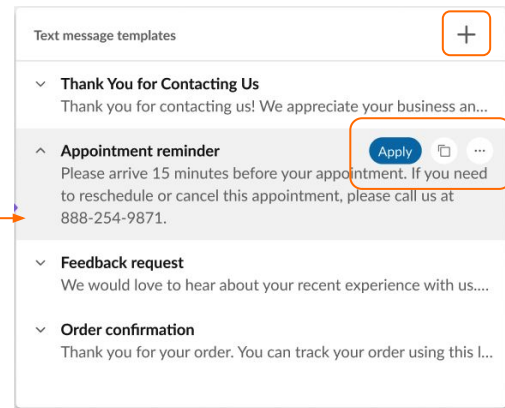
# SMS personal templates

<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p>	<p>Allow user to create personal SMS templates, so that they can use templates to send recurring SMS messages.</p>
<p><b>What customer problem does it solve and why?</b></p> <p>Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."</p>	<p>Building this feature into the desktop and mobile RC platforms will have a massive impact on increasing the efficiency of team communication and ease the pain of copying and pasting the same messages over and over for recurring tasks.</p>
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	<p>8x8 Connect</p>
<p><b>Feature details &amp; availability</b></p> <p>When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing:     How to enable, configure, use the feature.     Screenshots.     FAQ – what could go wrong, what changes might affect users and their workflow?     Localization changes?</p>	<ul style="list-style-type: none"><li>Available to Desktop &amp; Mobile app users</li></ul>

# How it works



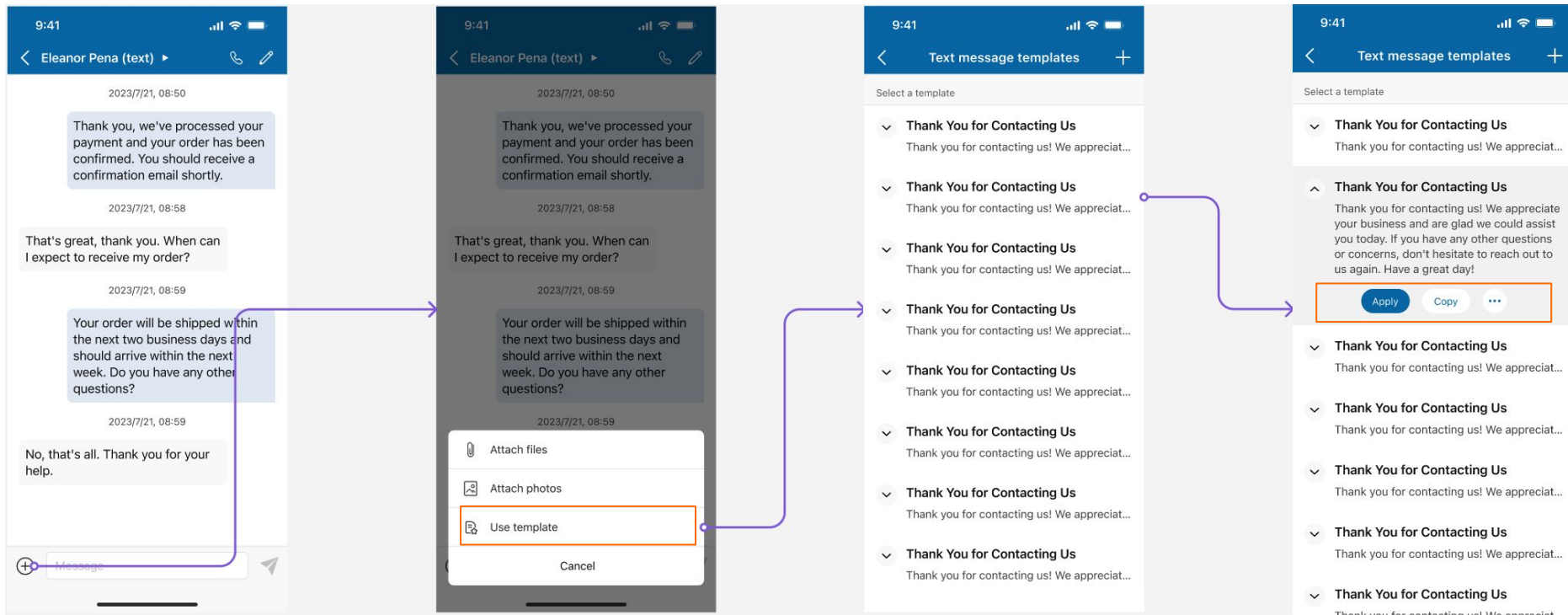
Create new template



Apply  
Copy  
Edit  
Delete



# How it works

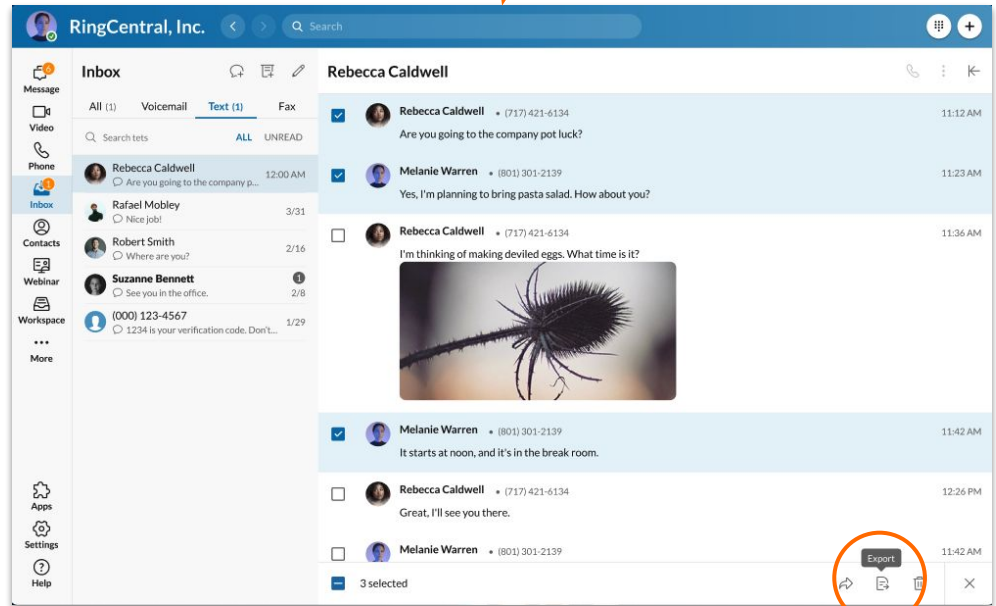
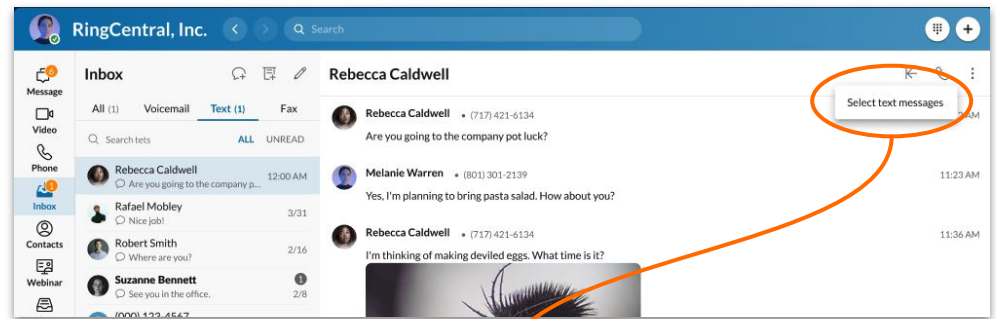
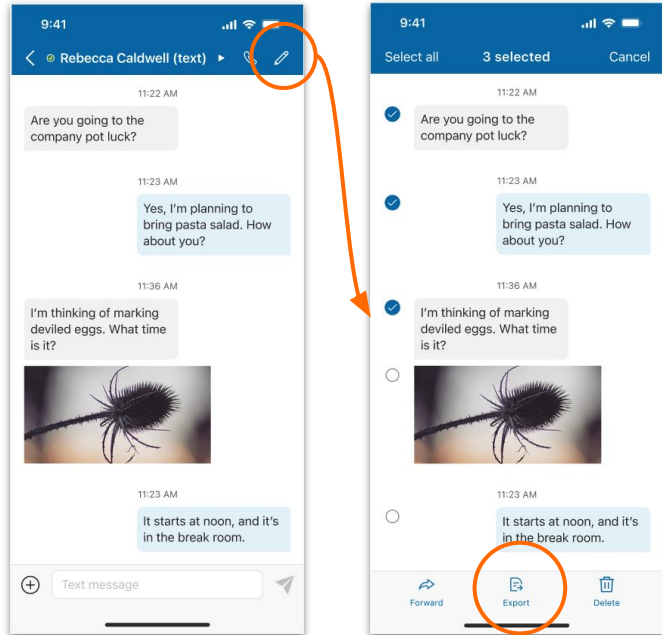


# Export SMS conversations

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.	Select multiple text messages and export them into a file that you can save, download, or print.
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Users especially those who are working in real estate agents and law firms usually have the need to export a text conversation with their customers into a file so that they can print or documented to their company system for compliance purpose.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	N/A
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	24.2.20 Desktop and Mobile

Export SMS conversations

# How it works



## Deskphone pairing improvement - allow to turn off DPP location change detection

### What's new?

A high-level one line description of what the feature is, and what it offers.

Allow user to turn off the banner which reminds them of possible location change.

### What customer problem does it solve and why?

Why did we develop this feature?  
What customer pain point does it solve?  
"For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."

Today, when app detects that the user's location might have changes, there will be a banner to remind user so that they can choose to turn off DPP mode to be able to make/receive calls if their paired hard phone is not at their hand.

However, the detecting mechanism is not guaranteed, user may see this banner even if they actually have not move their computer around. In this case, now they can just turn off the location change detection.

### Who else has it?

Which competitors have this or similar?  
How is our solution different?

N/A

### Feature details & availability

When will this be available for the other RC direct and partner brands?  
Is it only available for certain editions?  
Is it billable and when? What is the pricing?  
How is it enabled by customers?  
What are the limitations?  
New API? New data analytics fields or reports?  
Does it involve voice service?  
After the 2nd summary slide, add detail slides describing:  
How to enable, configure, use the feature.  
Screenshots.  
FAQ – what could go wrong, what changes might affect users and their workflow?  
Localization changes?

Available to all users with DPP mode enabled..

Deskphone pairing improvement - allow to turn off DPP location change detection

# How it works

The image shows a screenshot of the RingCentral web interface. At the top, an orange banner displays the message: "Your location seems to have changed. Turn off desk phone pairing mode?" with two links: "Turn off" and "Manage settings". The "Manage settings" link is highlighted with an orange box. An orange arrow points from this box to a dialog box titled "Deskphone pairing mode".

The dialog box contains the following elements:

- Select deskphone:** A dropdown menu showing "Mitel 6920W IP Phone".
- Remind me with a banner when my location might have changed.** This option is checked, indicated by a blue checkmark in a box, which is also highlighted with an orange box.
- Buttons:** "Cancel" and "Save" buttons at the bottom right.

The background of the screenshot shows the RingCentral interface with the "Message" tab selected, displaying a conversation with "User Research".

# Video improvement for adoption - Video tab redesign

## What's new?

A high-level one line description of what the feature is, and what it offers.

Now user is able to quickly video call the recent contacts and view the recent recording directly from video tab.

## What customer problem does it solve and why?

Why did we develop this feature?  
What customer pain point does it solve?  
"For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."

Problem: Currently RCV has a low adoption/activation rate for first-time users. We want to increase the first-time users (FTUs) that log in to Jupiter/mThor to open the Video tab and start RCV meetings.

Provide the capability to quickly video call recent contacts and able to view the recent recordings in the video tab.

## Who else has it?

Which competitors have this or similar?  
How is our solution different?

N/A

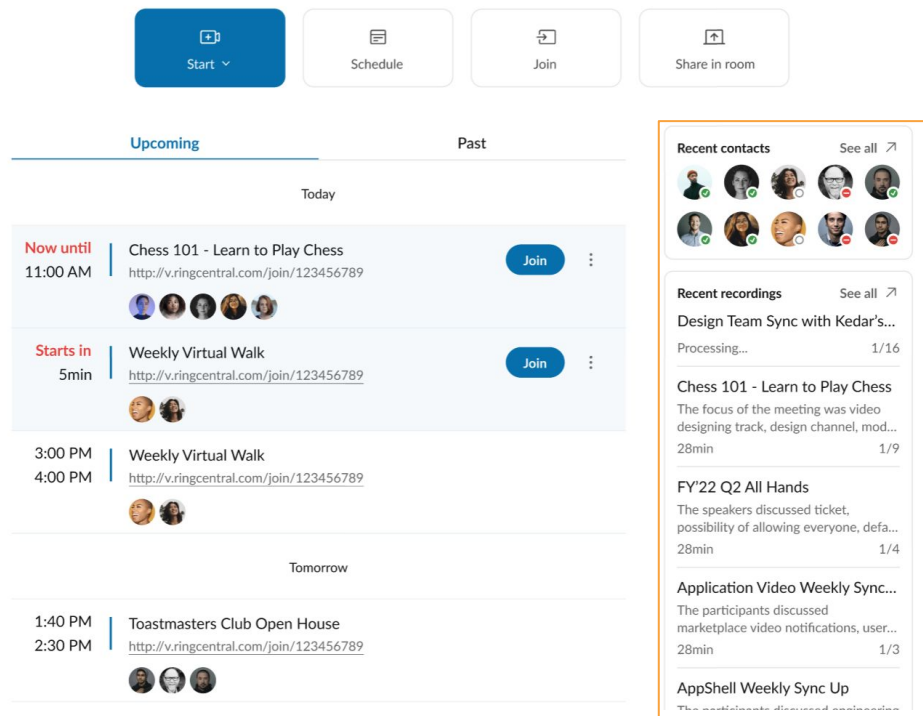
## Feature details & availability

When will this be available for the other RC direct and partner brands?  
Is it only available for certain editions?  
Is it billable and when? What is the pricing?  
How is it enabled by customers?  
What are the limitations?  
New API? New data analytics fields or reports?  
Does it involve voice service?  
After the 2nd summary slide, add detail slides describing:  
How to enable, configure, use the feature.  
Screenshots.  
FAQ – what could go wrong, what changes might affect users and their workflow?  
Localization changes?

Available for all users with video permission  
24.2.20

# How it works

- Add recent contacts
- Move recording entries to right column
- Minor UI change in upcoming meeting list



## Invite by Video Call

### Web/Desktop app

#### What's new?

A high-level one line description of what the feature is, and what it offers.

Link to Jira ticket

Web and Desktop app now support inviting via video call. When participants are waiting for another user, they can simply call them, and users can join with a click. There's no need to share a link or meeting ID and wait for the users to read the message.

#### What customer problem does it solve and why?

Why did we develop this feature?

What customer pain point does it solve?

"For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."

For participants waiting for coworkers, users can invite others via video call, providing invitees with a one-click join option and allowing participants to skip the step of sending meeting links.

#### Who else has it?

Which competitors have this or similar?

How is our solution different?

-

#### Feature details & availability

When will this be available for the other RC direct and partner brands?

Is it only available for certain editions?

Is it billable and when? What is the pricing?

How is it enabled by customers?

What are the limitations?

New API? New data analytics fields or reports?

Does it involve voice service?

After the 2nd summary slide, add detail slides describing:

How to enable, configure, use the feature.

Screenshots.

FAQ – what could go wrong, what changes might affect users and their workflow?

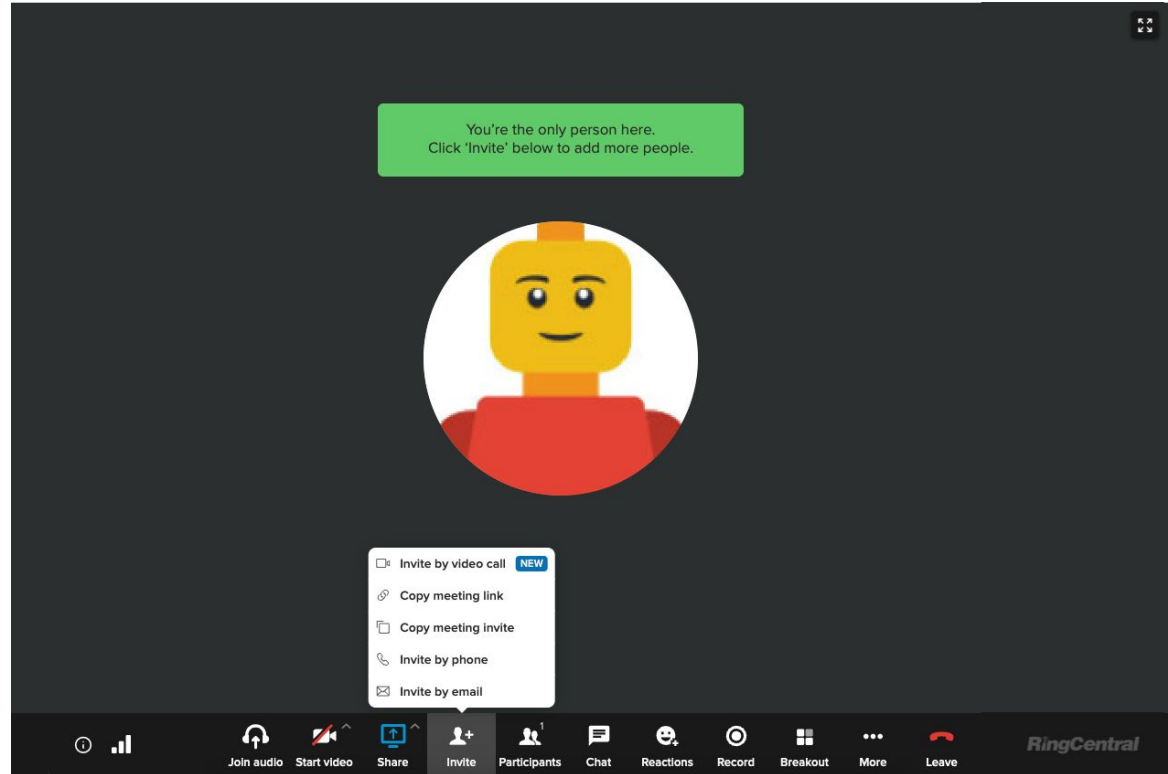
Localization changes?

Available for all users with video permission  
24.2.20



# How it works

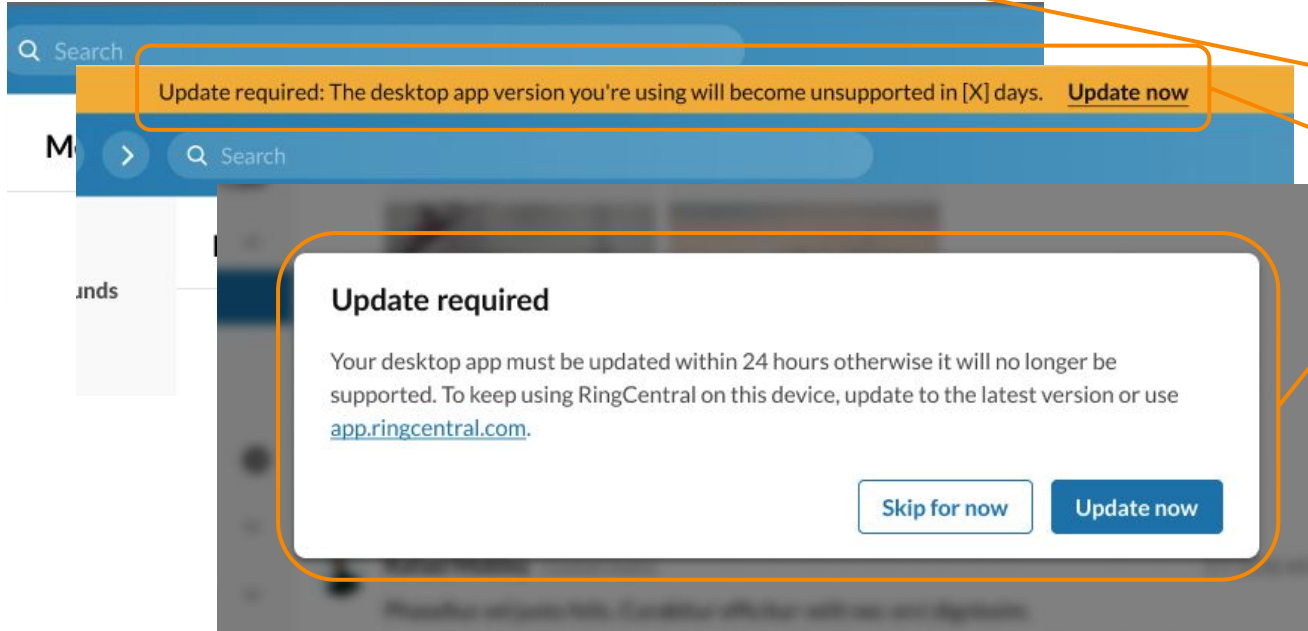
- Join a meeting
- Click “Invite” from the toolbar.
- Choose Invite by video call
- Select 1 or more co-workers.
- Click on Call



# Desktop App Version Control

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.	We are rolling out the banner and blocking mechanism to users and admins to remind them they need to update to the latest Desktop app.
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Around 24% of our MAUs are using Desktop app that were released in 2022 or older. They create bug and complaints about issues that were already fixed in the newer version of the Desktop apps. This project is to remind the users and most importantly, the company admins, to roll out the updates to their users to ensure the best user experience.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	Slack, MS Teams, Zoom
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	8/5/2024

# How it works - Desktop App Version Control



There are 2 types of notifications depends on the desktop version being used -

- Informational banner (*Outdated* versions - 6 months past latest)
- (*Unsupported* versions - 9 months past latest)

Important to communicate to customers about this ahead of time. More details on roll out plan will be shared.

# Mobile App



# Support Safari on iOS

## What's new?

A high-level one line description of what the feature is, and what it offers.

Link to Jira ticket

Users can join a meeting from Safari iOS

## What customer problem does it solve and why?

Why did we develop this feature?  
What customer pain point does it solve?  
"For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."

iOS Users had to install RC App to join a meeting that was not convenient for guests.

## Who else has it?

Which competitors have this or similar?  
How is our solution different?

Zoom  
Google Meet  
Microsoft Teams

## Feature details & availability

When will this be available for the other RC direct and partner brands?  
Is it only available for certain editions?  
Is it billable and when? What is the pricing?  
How is it enabled by customers?  
What are the limitations?  
New API? New data analytics fields or reports?  
Does it involve voice service?  
After the 2nd summary slide, add detail slides describing:  
How to enable, configure, use the feature.  
Screenshots.  
FAQ – what could go wrong, what changes might affect users and their workflow?  
Localization changes?

Requires Safari iOS 17  
24.1.2

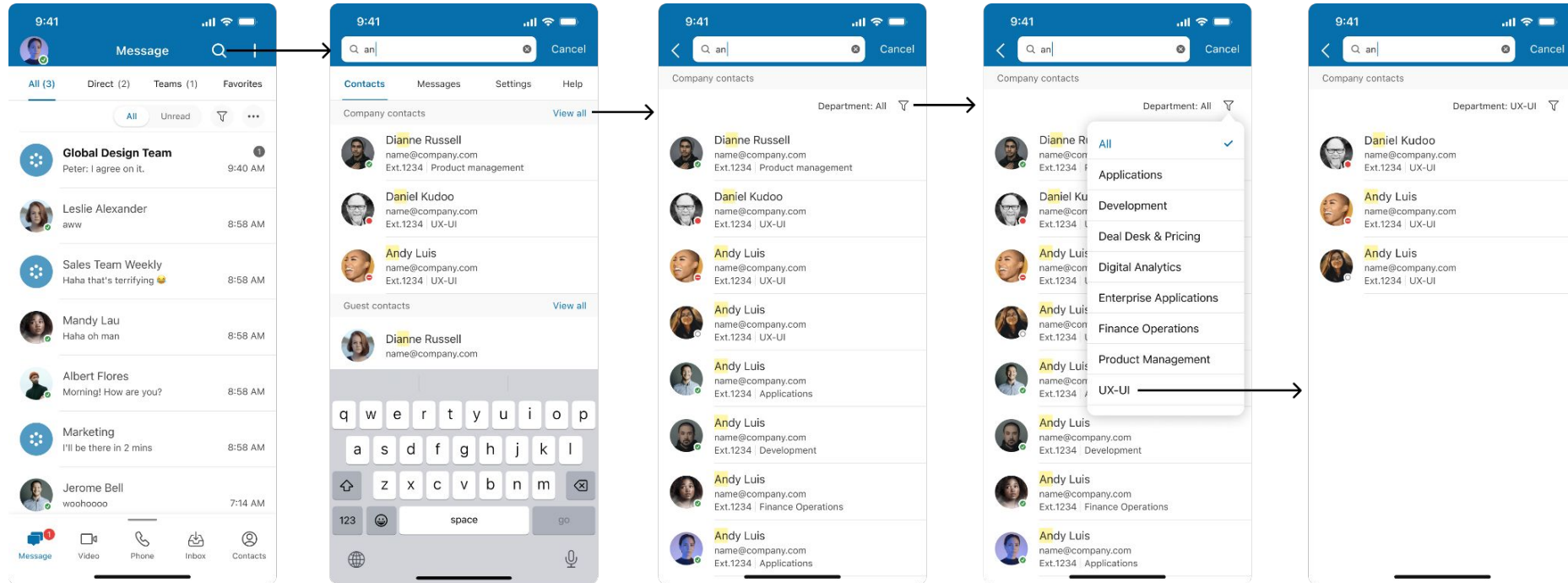
# Filtering contacts by department

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.  Link to Jira ticket	You can now filter by department when searching contacts, making searches more targeted.
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	For our large customers that have a lot of employees in different departments with the same name. Currently there are no filters in contact search and in those customer case it can potentially return many contacts. To make it easier to find the right contact we need to enable a filter on "Department" to narrow down the list of contacts returned.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	N/A
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	<ul style="list-style-type: none"><li>Available to all brands and all tiers.</li></ul>

\*Alpha and Beta releases are normally not applicable to SPs and GSPs unless otherwise noted.

Filtering contacts by department

# How it works



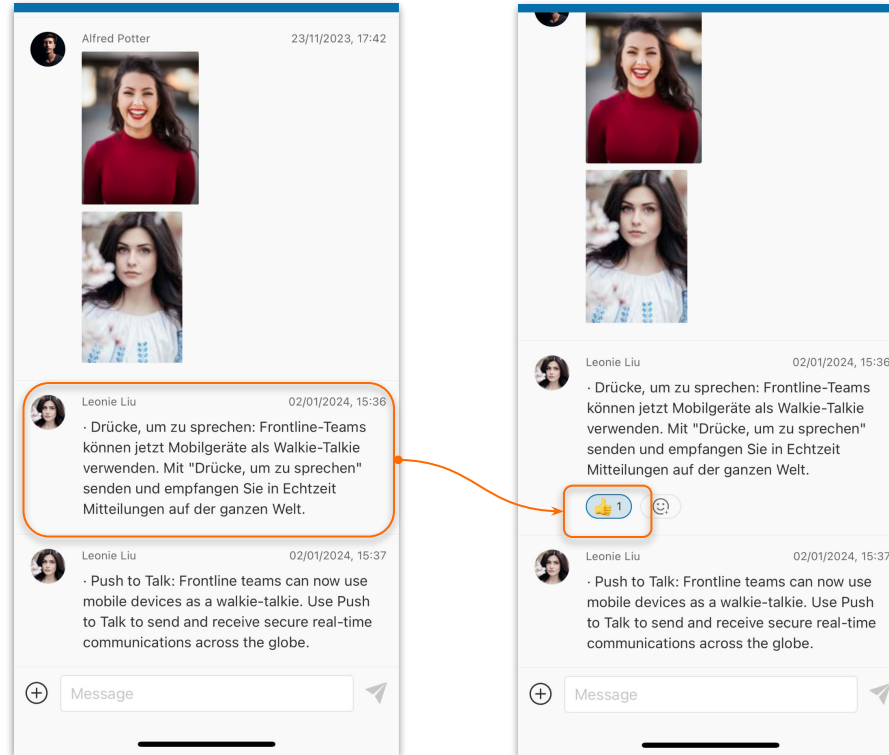
# Double tap to add thumbs-up emoji reaction

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.  <a href="#">Link to Jira ticket</a>	Double-tap a message to quickly add a thumbs-up 👍 emoji reaction
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	User delights
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	A very popular IG feature.
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	Available for all users with message permission. GA in 24.1.20.



Double tap to add thumbs-up emoji reaction

# How it works



# Text message clustering

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.  Link to Jira ticket	It's a UI improvement to streamline text conversations by grouping messages sent around within one minute.
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	It's to close the gap with Desktop app. It makes reading conversations easier.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	24.2.20

\*Alpha and Beta releases are normally not applicable to SPs and GSPs unless otherwise noted.

# Admin & Core



# AT&T - Automated email template update

## What's new?

A high-level one line description of what the feature is, and what it offers.

Replace all instances of "Implementation" with "Technical Onboarding" in AT&T UNS templates.

Welcome email after account confirmed contains two instances that have been updated.

## What customer problem does it solve and why?

Why did we develop this feature?  
What customer pain point does it solve?  
"For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."

Update to the correct naming

## Who else has it?

Which competitors have this or similar?  
How is our solution different?

n/a


## Feature details & availability

When will this be available for the other RC direct and partner brands?  
Is it only available for certain editions?  
Is it billable and when? What is the pricing?  
How is it enabled?  
What are the limitations?  
New API? New data analytics fields or reports?  
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After the 2nd summary slide, add detail slides describing:  
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    Localization changes?

24.2

# How it works

## Before

 **AT&T Office@Hand**

Your account is now ready

---

Dear Linda Aniston,

Congratulations! Your Office@Hand account, features and billing are now active. Please click the link below to set up your account, download the AT&T Office@Hand app and begin utilizing your service today.

Your account number is: (403) 655-4567.

Set Up Account

Or copy-and-paste this link into your browser:  
<http://url>

After clicking on the link above, you'll be asked to:

- Change your temporary password
- Register your E911 information
- Complete your account configuration


What's Next?

- Your **Implementation** Coordinator will be reaching out to you soon to review next steps
- If you are ready to begin **implementation**, you may contact our Onboarding Hotline at (866) 231-9926 Option 1 to get started at any time

Regards,  
AT&T Office@Hand

Old Template

## After

 **AT&T Office@Hand**

Your account is now ready

---

Dear Linda Aniston,

Congratulations! Your Office@Hand account, features and billing are now active. Please click the link below to set up your account, download the AT&T Office@Hand app and begin utilizing your service today.

Your account number is: (403) 655-4567.

Set Up Account

Or copy-and-paste this link into your browser:  
<http://url>

After clicking on the link above, you'll be asked to:

- Change your temporary password
- Register your E911 information
- Complete your account configuration

What's Next?

- Your **Technical** Onboarding Coordinator will be reaching out to you soon to review next steps
- If you are ready to begin **Technical** Onboarding, you may contact our Onboarding Hotline at (866) 231-9926 Option 1 to get started at any time

Regards,  
AT&T Office@Hand

New Template

# Restrict list of caller IDs users can select

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.  Link to Jira ticket	Admins can restrict users from using company numbers or direct numbers to be outbound caller ids.
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Customer admins need the ability to restrict their users from using company numbers or direct numbers to call their clients as their clients might not recognize the outbound caller ids. For instance, many large enterprises wants their users to use site numbers to be outbound caller ids.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	Zoom and Avaya.
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	The feature will be available for all brands in 24.1.2. Customers will be able to restrict all company numbers to be outbound caller ids or all direct numbers to be outbound caller ids. Note: Direct numbers are referred to the numbers that are assigned to user extensions.

\*Alpha and Beta releases are normally not applicable to SPs and GSPs unless otherwise noted.

[Restrict list of caller IDs users can select]

# How it works

Adam Smith - Caller ID restriction settings

Allow direct numbers as caller ID

Allow company numbers as caller ID

Allow site numbers as caller ID

Allow company fax number as caller ID

Reset to Default

Cancel

Save

In User Details, admins can restrict caller ids based on categories. We only support company numbers and direct numbers in 24.1.2.

Home Users Phone System Meetings Reports Billing More

Search settings, pages, or help articles

User List

User with Extensions

Unassigned Extensions

Roles

User Groups

Templates

User Settings

Call Handling

Key Templates

Limited Extension

Users with Extensions

Search

+ Add User

MS Teams Connect History

Adam Smith

Ext. 10011

Outbound Calls/Faxes

Meetings

Notifications

Caller ID

Caller ID restriction settings

Set the caller ID that will be displayed when you use specific phones and features.

By phone

Existing Phone

+44 (29) 21050871 - Direct Number

Edit

Cisco SPA-303 Desk Phone

+1 (888) 3165423 - Main Company Number

Edit

Yealink W60P with 4 Handsets

+44 (29) 21050871 - Direct Number

Edit

RingCentral App

+1 (888) 3165423 - Main Company Number

Edit

By feature

RingOut

+1 (888) 3165423 - Main Company Number

Edit

RingIn

+1 (888) 3165423 - Main Company Number

Edit

Call Fax

+44 (29) 21050871 - Direct Number

Edit

Fax number

+1 (888) 3165423 - Main Company Number

Edit

Mobile app

Not specified

Edit

Additional desktop app

+1 (403) 9745275 - Direct Number

Edit

Common phone

+1 (888) 3165423 - Main Company Number

Edit

Designated caller ID

+1 (403) 9745275 - Direct Number

Edit

Alternate caller ID

Not specified

Edit

Internal calls

☒ Display my extension number for internal calls.

Cancel

Save

Fax Settings

[Restrict list of caller IDs users can select]

# How it works

Adam Smith - Caller ID restriction settings

Allow direct numbers as caller ID	<input checked="" type="checkbox"/>
Allow company numbers as caller ID	<input checked="" type="checkbox"/>
Allow site numbers as caller ID	<input checked="" type="checkbox"/>
Allow company fax number as caller ID	<input checked="" type="checkbox"/>

[Reset to Default](#) [Cancel](#) [Save](#)

In User Setting Template, admins can restrict caller ids based on categories. We only support company numbers and direct numbers in 24.1.2.

Templates > User Settings

Templates can be applied to multiple users at once.

Search

+ Add User Settings Template

Delete

- ☐ Name
- ☐ California caller ID rule
- ☐ Standard User - Site California
- ☐ Old Template
- ☐ Standard User - UK

California caller ID rule

Inbound Outbound Notifications

Caller ID

Caller ID restriction settings

Set the caller ID that will be displayed when you use specific phones and features.

By phone

Existing Phone

+44 (29) 21050871 - Direct Number

[Edit](#)

☐ Override user settings

By feature

RingOut

+1 (888) 3165423 - Main Company Number

[Edit](#)

☐ Override user settings

RingIn

+1 (888) 3165423 - Main Company Number

[Edit](#)

☐ Override user settings

Call Flap

+44 (29) 21050871 - Direct Number

[Edit](#)

☐ Override user settings

Mobile app

Not-specified

[Edit](#)

☐ Override user settings

Additional desktop app

+1 (403) 8743275 - Direct Number

[Edit](#)

☐ Override user settings

Common phone

+1 (888) 3165423 - Main Company Number

[Edit](#)

☐ Override user settings

Delegated caller ID

+1 (403) 8743275 - Direct Number

[Edit](#)

☐ Override user settings

Alternate caller ID

Not-specified

[Edit](#)

☐ Override user settings

Internal calls

☒ Display my extension number for internal calls.

☐ Override user settings

Fax Settings



# Enable call queue templates for all accounts

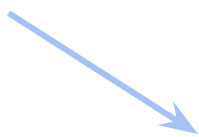
<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.  Link to Jira ticket	The Call Queue settings template and bulk call queue creation templates were released in 2023 (Q3 & Q4 respectively) behind a service parameter that had to be enabled for accounts via Support. This feature enables the SP on all accounts, eliminating the need for Agents to enable it.
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	This eliminates the extra step required for admins to Support to enable these features on their accounts.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	N/A
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	<p>This change will be effective for all brands, all editions.</p> <p>For additional information on these features, please see the relevant What's In decks:</p>

\*Alpha and Beta releases are normally not applicable to SPs and GSPs unless otherwise noted.

[Enable call queue templates for all MVP accounts]

# How it works

Admins will see the Call Queue Settings template under Users>Templates in Service Web



Home **Users** Phone System Meetings Reports ▾ Billing More

Search settings, pages, or help articles 🔍

User List ▾  
Users with Extensions  
Unassigned Extensions  
Roles  
User Groups  
**Templates** ▾  
User Settings  
Call Handling  
Key Templates  
**Call Queue Settings**  
Limited Extension

Templates >> **Call Queue Settings**

Use call queue templates to update settings of multiple call queues at once.

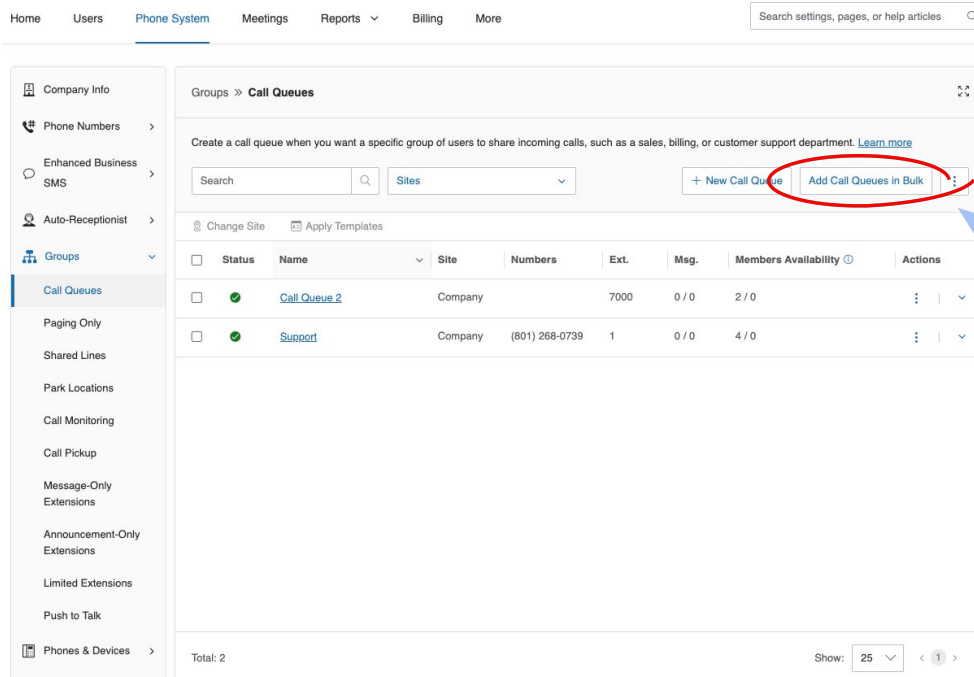
Search 🔍 [+ Add Call Queue Template](#)

Delete

<input type="checkbox"/>	Name	Created	Last modified	⌵ Actions
<input type="checkbox"/>	<a href="#">My Call Queue</a>	11/20/2023	11/20/2023	⋮

[Enable call queue templates for all MVP accounts]

# How it works



Home Users **Phone System** Meetings Reports ▾ Billing More

Search settings, pages, or help articles 🔍

Company Info

Phone Numbers >

Enhanced Business SMS >

Auto-Receptionist >

Groups ▾

**Call Queues**

Paging Only

Shared Lines

Park Locations

Call Monitoring

Call Pickup

Message-Only Extensions

Announcement-Only Extensions

Limited Extensions

Push to Talk

Phones & Devices >

Groups » **Call Queues**

Create a call queue when you want a specific group of users to share incoming calls, such as a sales, billing, or customer support department. [Learn more](#)

Search [ ] Sites ▾

+ New Call Queue Add Call Queues in Bulk

Change Site Apply Templates

<input type="checkbox"/>	Status	Name	Site	Numbers	Ext.	Msg.	Members Availability	Actions
<input type="checkbox"/>	✓	<a href="#">Call Queue 2</a>	Company		7000	0 / 0	2 / 0	⋮   ▾
<input type="checkbox"/>	✓	<a href="#">Support</a>	Company	(801) 268-0739	1	0 / 0	4 / 0	⋮   ▾

Total: 2

Show: 25 < 1 >

Admins will see the button to add call queues in bulk under Phone System>Call Queues

For additional information on how adding call queues in bulk via template works, see the previous What's In deck:

[Call queue bulk creation using template](#)

# Allow admins to schedule activation emails

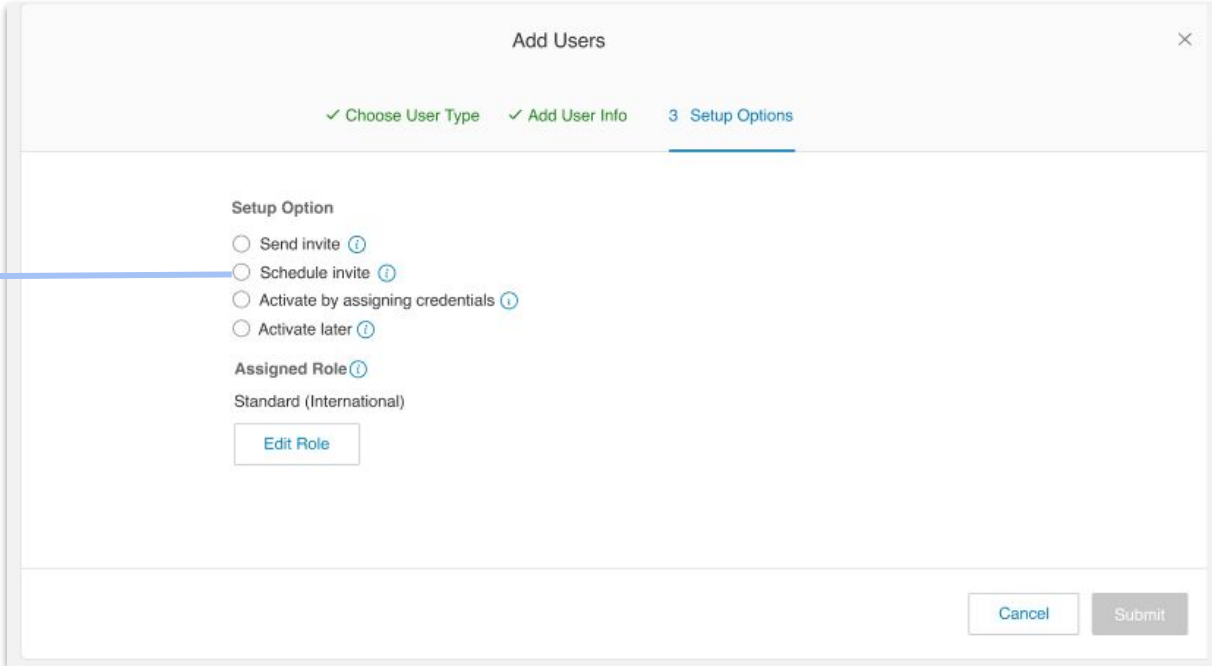
<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p>Link to Jira ticket</p>	Customers will have the ability to schedule activation emails while adding the users.
<p><b>What customer problem does it solve and why?</b></p> <p>Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."</p>	The account activation email expires in 48 hours, so sometimes the activation email expires before the users have the chance to activate their accounts if the emails are sent on Friday.
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	N/A
<p><b>Feature details &amp; availability</b></p> <p>When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing:     How to enable, configure, use the feature.     Screenshots.     FAQ – what could go wrong, what changes might affect users and their workflow?     Localization changes?</p>	The feature will be available for all brands

\*Alpha and Beta releases are normally not applicable to SPs and GSPs unless otherwise noted.

[Allow admins to schedule activation emails - SW]

# How it works

Customers will have one more Setup Option called "Schedule invite" to schedule activation emails.

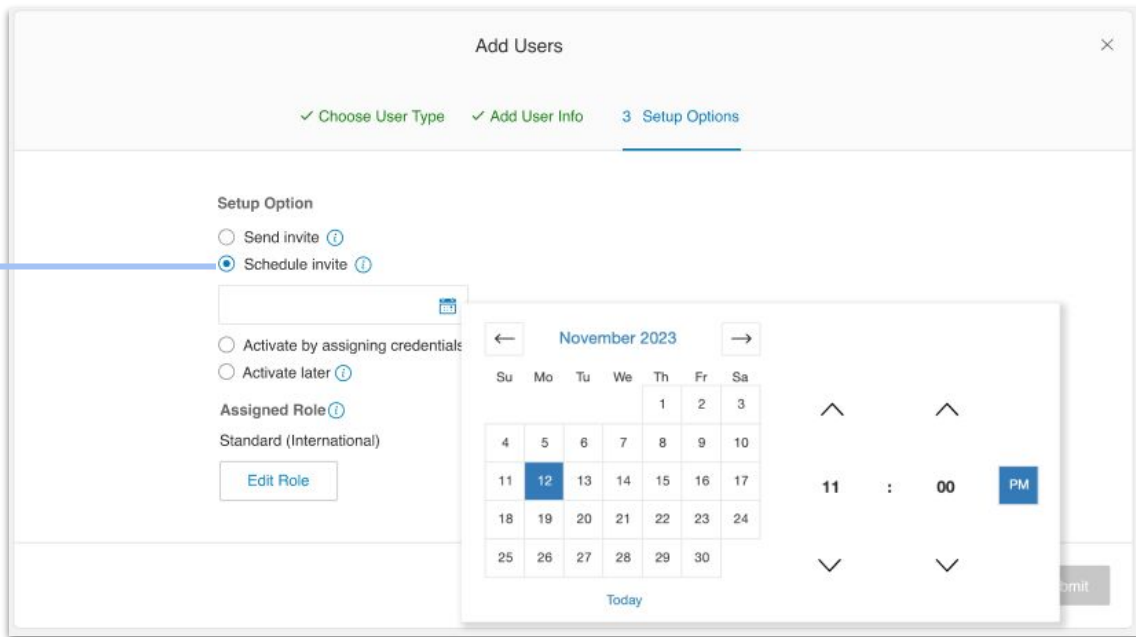


The screenshot shows a modal window titled "Add Users" with a close button (X) in the top right corner. Below the title bar, there are three steps in a progress bar: "✓ Choose User Type", "✓ Add User Info", and "3 Setup Options". The "Setup Options" step is currently active and underlined. Below the progress bar, the "Setup Option" section contains four radio button options, each with an information icon (i): "Send invite", "Schedule invite", "Activate by assigning credentials", and "Activate later". A blue arrow points from the text on the left to the "Schedule invite" option. Below the radio buttons is the "Assigned Role" section, which shows "Standard (International)" and an "Edit Role" button. At the bottom right of the modal, there are "Cancel" and "Submit" buttons.

[Allow admins to schedule activation emails - SW]

# How it works

Once customers pick  
Schedule invite option,  
they can schedule an  
activation with the time  
picker.



The screenshot shows the 'Add Users' setup screen with three steps: 'Choose User Type', 'Add User Info', and 'Setup Options'. The 'Setup Options' step is active, showing three radio button options: 'Send invite', 'Schedule invite' (selected), and 'Activate by assigning credentials'. Below these is an 'Assigned Role' dropdown set to 'Standard (International)' with an 'Edit Role' button. A date and time picker is open, showing a calendar for November 2023 with the 12th selected, and a time selector set to 11:00 PM. A blue arrow points from the text on the left to the 'Schedule invite' option.

Add Users

✓ Choose User Type ✓ Add User Info 3 Setup Options

Setup Option

☐ Send invite ⓘ

☒ Schedule invite ⓘ

☐ Activate by assigning credentials

☐ Activate later ⓘ

Assigned Role ⓘ

Standard (International)

Edit Role

November 2023

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Today

11 : 00 PM

Submit

# Company Call Log Saved Searches

<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p>Link to Jira ticket</p>	<p>Company call log Administrators can now save frequently used search and filter settings so finding desired call records is faster and easier.</p> <p>Saved search and filter settings can also be applied when downloading or scheduling the delivery of call log records so the data included in the file is specific to your needs.</p>
<p><b>What customer problem does it solve and why?</b></p> <p>Why did we develop this feature? What customer pain point does it solve? “For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers).”</p>	<p>Prior to this release, Administrators needed to configure search and filter settings manually during each visit to the company call log. Downloaded and scheduled delivery call log files were either unfiltered or filtered based on the current view. The Saved Search feature ensures the same criteria is selected each time data is displayed.</p>
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	<p>NA</p>
<p><b>Feature details &amp; availability</b></p> <p>When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing:     How to enable, configure, use the feature.     Screenshots.     FAQ – what could go wrong, what changes might affect users and their workflow?     Localization changes?</p>	<p>24.2.2 Minor All brands/packages with calling capabilities No pricing impacts</p>

\*Alpha and Beta releases are normally not applicable to SPs and GSPs unless otherwise noted.

# Company Call Log Saved Searches

- Company call log Administrators can now save frequently used search and filter settings so finding desired call records is faster and easier.

The screenshot displays the 'Reports' section of the Company Call Log interface. The top navigation bar includes links for Home, Users, Phone System, Meetings, Reports (selected), Billing, and More. A search bar on the right allows searching for settings, pages, or help articles. Below the navigation bar, the 'Simple' view is selected. The main content area features a search bar, a date range selector set to 'Last 30 days', and a 'Saved searches' dropdown menu. The dropdown menu is highlighted with an orange box and shows a list of saved searches, with 'Recorded calls' selected. To the right of the dropdown is a filter icon. Below the search bar are buttons for 'Reset', 'Save', 'Apply', and a menu icon. To the right of the search bar are buttons for 'Download', 'Delivery Settings', and a menu icon.

Home Users Phone System Meetings **Reports** Billing More

Search settings, pages, or help articles

Simple Detailed

Search Last 30 days

Call Direction Types of Call: Recorded...

Reset Save Apply

Saved searches: Recorded... Filter

✓ Recorded calls

Download Delivery Settings



## Create a Company Call Log Saved Search

- Select your desired call filters
- Click Save
- Type a name for the saved search
- Click Save

Simple Detailed

909 × [User Icon] Last 7 days [Calendar Icon] Saved searches [Dropdown Arrow] [Filter Icon]

Call Direction: Outbound × [Dropdown Arrow] Types of Call: VoIP × [Dropdown Arrow] All Select Ext

Reset Save Apply [Menu Icon]

Create new search ×

Name

My Favorite Search

Cancel Save

# Apply a Company Call Log Saved Search

- Select the desired saved search and the results are automatically displayed

The screenshot displays the RingCentral 'Reports' section. The top navigation bar includes links for Home, Users, Phone System, Meetings, Reports (selected), Billing, and More. A search bar on the right allows searching for settings, pages, or help articles. Below the navigation bar, the 'Simple' view is selected. The main content area features a search bar, a date range selector set to 'Last 30 days', and a 'Saved searches: Recorded calls' dropdown menu. The 'Apply' button is highlighted with an orange box, and the dropdown menu is also highlighted with an orange box, showing the 'Recorded calls' option selected. Other buttons visible include 'Reset', 'Save', 'Download', 'Delivery Settings', and a three-dot menu icon.

# Use Saved Searches in Download and Delivery Settings

- Saved search and filter settings can be applied when downloading or scheduling the delivery of call log records so the data included in the file is specific to your needs.

Call Log Email Delivery Settings

Email Delivery Schedule

☒ Daily

Weekly on

Off

Monthly on

Off

Call log type

Simple view

Saved searches

✓ Off

Recorded calls

Email to

myemail@myco.com

# Company Call Log Saved Searches

- Filters included in a Saved Search:
  - Name (must be unique; 30 characters maximum)
  - Search string (numbers/text)
  - Date and time
    - Searches can be saved with specific dates (e.g. from Jan 1, 2024 - Jan 31, 2024)
    - Searches can be saved with relative dates (e.g. last 30 days)
  - Call direction
    - Inbound/Outbound
  - Types of Call
    - Voice, Fax, VoIP, Include Blocked Calls, Audio Conferencing Calls, Recorded Calls
  - Extension
    - Only 1 specific extension can be selected per search

# Company Call Log Saved Search Permissions

- Users with the Company Call Log permission can perform the following actions:

Company Call Log Permission	Add saved search	View saved search	Edit saved search	Delete saved search
View Only	Yes	Yes	Only the search added by the user	Only the search added by the user
Access Recordings	Yes	Yes	Only the search added by the user	Only the search added by the user
Download & Delivery	Yes	Yes	Only the search added by the user	Only the search added by the user
Delete Records	Yes	Yes	All saved searches	All saved searches

## FAQ

---

### **Are Saved Searches available in the Company call log, User call log, or both?**

- Saved searches are available in the Company Call Log.

### **What permission(s) do I need to create a saved search?**

- Users with any Company Call Log permission can create a saved search.

### **What permission(s) do I need to use/view/apply a Saved Search?**

- Users with any Company Call Log permission can view/apply any saved search.

### **What permission(s) do I need to edit or delete a Saved Search?**

- Users can edit or delete saved searches they create.
- Users with the Company Call Log - Delete permission can edit or delete any saved search.

### **Can I restrict a saved search to specific Users?**

- No. Any User with any Company Call Log permission can view/apply any saved search.

### **How many saved searches can I configure?**

- Unlimited, you can create as many saved searches as needed

# Push to talk (PTT)

## What’s new?

A high-level one line description of what the feature is, and what it offers.

Push to Talk (PTT) allows for instant voice communication with your team using channels. If you’ve been assigned a PTT license, you can access the feature in the AT&T Office@Hand Mobile app to join channels and send or receive PTT messages.

## What customer problem does it solve and why?

Why did we develop this feature?  
What customer pain point does it solve?  
“For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers).”

Cost effective communication for Frontline teams. Enables use of mobile devices as a walkie-talkie.

## Who else has it?

Which competitors have this or similar?  
How is our solution different?

MS teams

## Feature details & availability

When will this be available for the other RC direct and partner brands?  
Is it only available for certain editions?  
Is it billable and when? What is the pricing?  
How is it enabled?  
What are the limitations?  
New API? New data analytics fields or reports?  
Does it involve voice service?  
After the 2nd summary slide, add detail slides describing:  
How to enable, configure, use the feature.  
Screenshots.  
FAQ – what could go wrong, what changes might affect users and their workflow?  
Localization changes?

AT&T O@H 2.0 only

Add-on license

For Mobile app only

Available: May 21st 2024

# Business Analytics Pro

## What's new?

A high-level one line description of what the feature is, and what it offers.

Business Analytics provides customizable dashboards and reports to help you assess your team's performance. Its tools are designed for managers in communications roles, such as sales, customer support, and training.

Business Analytics provides historical call aggregations that can be used for:

- Ad-hoc analysis that provides a comprehensive understanding of your team's performance.
- Creating visualizations to uncover call patterns, such as peak call hours, that can help you make staffing decisions.
- Defining, creating, and monitoring Key Performance Indicators (KPIs) for your business.
- Downloading data and visualizations to keep your leadership up to date.

## What customer problem does it solve and why?

Why did we develop this feature?

What customer pain point does it solve?

"For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."

Helps functional managers increase their understanding of their team's performance across call queues, user groups, and individuals. Business Analytics is tailored for functional managers who are responsible for the customer experience of their business and need to constantly assess and optimize their team's performance.

## Who else has it?

Which competitors have this or similar?

How is our solution different?

## Feature details & availability

When will this be available for the other RC direct and partner brands?

Is it only available for certain editions?

Is it billable and when? What is the pricing?

How is it enabled?

What are the limitations?

New API? New data analytics fields or reports?

Does it involve voice service?

There are two subscription plans for Business Analytics:

- Essentials is the free version of analytics with basic reporting capabilities like canned reports and predefined dashboards.
- Business Analytics Pro offers additional storage options and comes with extra features like widgets, dashboard variety, and in-depth data filters. AT&T Premium packages have Business Analytics Pro - 12 months by default

AT&T O@H 2.0 only



# Rooms

## Android, Mac, Windows



# Control digital signage operation time from SW

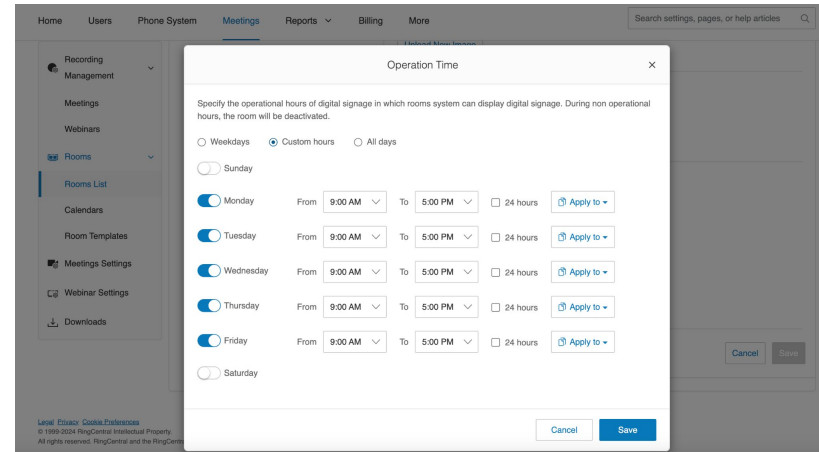
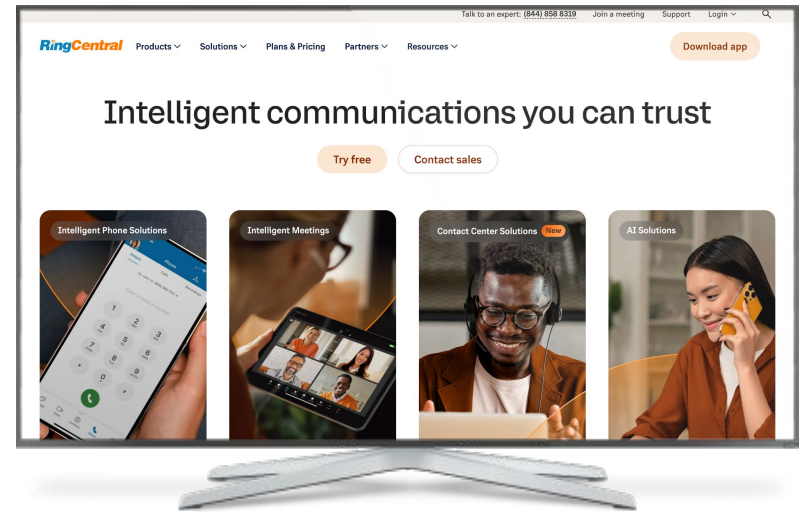
<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.  Link to Jira ticket	IT admin can customize digital signage operation time in week days from service web. Rooms system will display digital signage during operation time and stop displaying when out of that time spam.
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Currently, once setup digital signage from service web, it always display even out of business hour. After support this feature, IT admin can active digital signage based on their schedule. Rooms can display digital signage when employees and visitors are in the office, stop displaying digital signage and enter power saving when out of business hours.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	Zoom
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	GA in 24.2.20 (May 20)

Control digital signage operation time from SW

# How it works

IT admin can customize digital signage operation time (weekdays, customize hours, all days) from service web.

Rooms system will display digital signage during operation time and stop displaying when out of that time spam.



# Rooms Meeting settings on ServiceWeb

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.  Link to Jira ticket	IT admin can remotely control rooms meeting settings that they don't have to go to each room to manage those settings on controller.
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	We add lots of meeting settings on ServiceWeb, so that IT admin can remotely control rooms meeting settings that they don't have to go to each room to manage those settings on controller.  And also we keep all settings in account level, so that we can keep all pre-settings when sign out and resign in rooms, or switch devices.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	Zoom
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	24.2.1 The list of meeting settings on ServiceWeb in this release: <ul style="list-style-type: none"><li>○ Dim screen when idle</li><li>○ Require pairing code when devices connect to Room</li><li>○ Show upcoming meetings on the Rooms displays</li><li>○ Make meetings private</li><li>○ Automatically start meetings</li><li>○ Automatically stop scheduled meetings</li><li>○ Auto-accept incoming video invite when not in a meeting</li><li>○ Display experience feedback survey</li><li>○ Hide host name for private meetings</li></ul>

# How it works

Sign in ServiceWeb, and then select the related Room, enter into Meeting Settings, user can change any values of those settings, and then tap Save. Room will sync the settings in real time.

And also if user change from Controller, the setting value will also sync to ServiceWeb in real time. The settings are account level, so that we can keep all pre-settings when sign out and resign in rooms, or switch devices.

Meeting Settings

Welcome message ⓘ  
☒ Enable

Make meetings private ⓘ  
☐ Enable

Automatically Start Meetings ⓘ  
☐ Enable

Auto-accept incoming video invite when not in a meeting  
☐ Enable

Allow voice control ⓘ  
☐ Enable

Require pairing code when devices connect to Room  
☐ Enable

Display experience feedback survey ⓘ  
☒ Enable

Do not disturb during meetings ⓘ  
☐ Enable

Automatically Stop Meetings ⓘ  
☐ Enable

Hide host name for private meetings  
☐ Enable

Dim screen when idle  
☒ Enable

Show upcoming meetings on the Room displays  
☒ Enable

Cancel

Save

# Call Handling



# Block Incoming Calls

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.  Link to Jira ticket	Incoming calls to phone numbers assigned to Users and Limited Extensions can now be disconnected or redirected to the company main number.
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	RingCentral requires Users to have an assigned phone number to make outbound calls. This option supports organizations with Users who need the ability to make outbound calls, but are not permitted to receive direct incoming calls.  When enabled, calls to phone numbers assigned to Users and Limited Extensions are either disconnected or redirected to the company main number.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	NA
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	GA all brands/packages with calling capabilities No pricing impacts  Enabled on request via Support

\*Alpha and Beta releases are normally not applicable to SPs and GSPs unless otherwise noted.

# Block Incoming Calls

Block External Calls to DL/DID ⓘ

✓ Enabled Off  
Disconnect  
Redirect

Enabled Off  
✓ Disconnect  
Redirect

Enabled Off  
Disconnect  
✓ Redirect

## In SCP

- RC Agents can toggle Block External Calls to DL/DID
- **Enabled Off** - Incoming calls are processed normally
- **Disconnect** - Incoming calls hear announcement, “This phone number does not accept incoming calls”, then are disconnected.
  - No record of the call exists in Session or Call log
- **Redirect** - Incoming calls are redirected to the company main number.
  - Session/Call log shows these as direct calls to User/LE DID/DL forwarded to the company main number

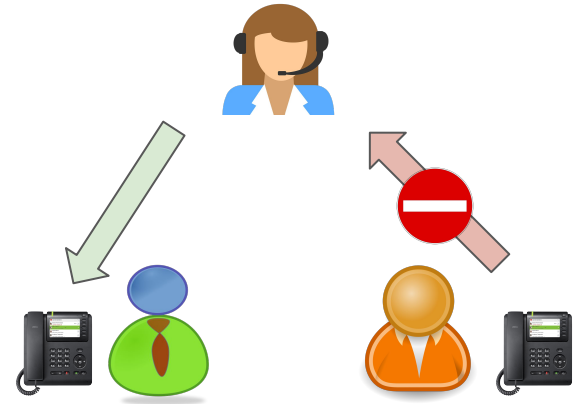


# Block Incoming Calls

This feature supports organizations with Users who need the ability to make outbound calls, but are not permitted to receive direct incoming calls.

When enabled, calls to phone numbers assigned to User and Limited extensions can either be Disconnected or Redirected to the main company number.

Users are able to place outbound calls, but cannot receive direct calls



# Block Incoming Calls

Disconnected calls are not recorded in Call Log

HomeUsersPhone SystemMeetingsReportsBillingMore

Search settings, pages, or help articles

SimpleDetailed

Search

Today 01/24/2024

Download

Delivery Settings

Reset

Apply

DeleteBlock

Page 1

Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length
No results							

## Block Incoming Calls

Redirected calls are displayed in Call Log as if they dialed the company main number

HomeUsersPhone SystemMeetingsReportsBillingMore

Search settings, pages, or help articles

SimpleDetailed

Search

Yesterday 01/23/2024

Download

Delivery Settings

Call Direction

Types of Call

All

Select Ext

Reset

Apply

DeleteBlock

Page 1

<input type="checkbox"/>	Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length
<input type="checkbox"/>	➡	To: <a href="#">(650) 555-5302</a>	<a href="#">Add Contact</a>	01/23/2024 9:42 AM	-	VoIP Call	No Answer	0:01:20
<input type="checkbox"/>	➡	To: <a href="#">(650) 555-5302</a>	<a href="#">Add Contact</a>	01/23/2024 8:32 AM	-	RingOut Web	No Answer	0:01:20
<input type="checkbox"/>	➡	To: <a href="#">(650) 555-5302</a>	<a href="#">Add Contact</a>	01/23/2024 8:29 AM	-	RingOut Web	No Answer	0:01:20
<input type="checkbox"/>	➡	To: <a href="#">(650) 555-5333</a>	<a href="#">Add Contact</a>	01/23/2024 8:25 AM	-	RingOut Web	Call connected	0:00:09

## FAQ

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### **How can I request this feature for my account?**

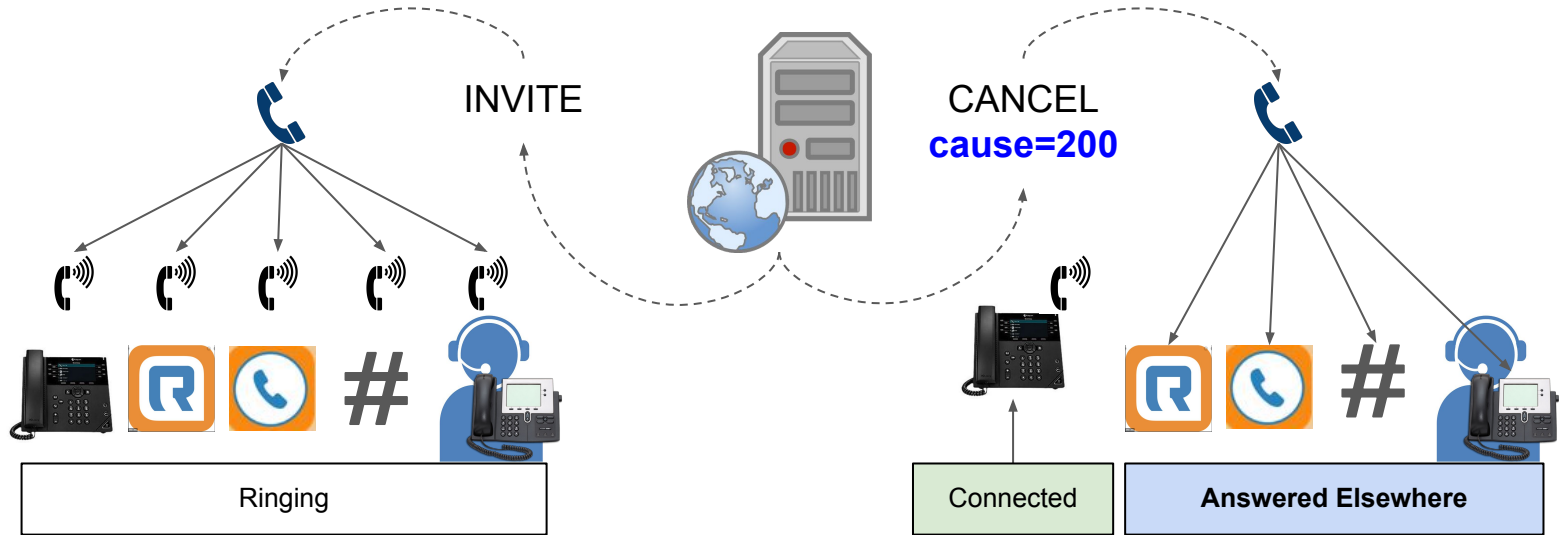
- Contact support to discuss if the “Block External Calls to DL/DID” feature is right for you.

# Call Answered Elsewhere

<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p><a href="#">Link to Jira ticket</a></p>	<p>When someone answers an incoming call that is simultaneously ringing multiple endpoints and coworkers, other persons see 'Answered Elsewhere'.</p>
<p><b>What customer problem does it solve and why?</b></p> <p>Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."</p>	<p>Prior to this enhancement, when someone answered an incoming call that was simultaneously ringing multiple endpoints and coworkers, other persons see a 'Missed' call.</p>
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	<p>Multiple vendors</p>
<p><b>Feature details &amp; availability</b></p> <p>When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing:     How to enable, configure, use the feature.     Screenshots.     FAQ – what could go wrong, what changes might affect users and their workflow?     Localization changes?</p>	<p>24.2.2 Minor (SIP clients) 24.3 (Unified App) All packages with calling capabilities No pricing impacts</p>

# How it works

- When someone answers an incoming call that is simultaneously ringing multiple endpoints and coworkers, other persons see 'Answered Elsewhere'.



# How it works

**‘Answered Elsewhere’ will replace ‘Missed’ as the call result for the following use cases**

Extension type	Use Case
User extensions	When you ring a coworker when you receive an incoming call and your coworker answers, your devices/apps will show ‘Answered elsewhere’
Group call pickup	When a group call pickup member answers your incoming call. your devices/apps will show ‘Answered elsewhere’
Call Queue	When a queue agent answers a simultaneously ringing call, the other agents will see ‘Answered elsewhere’
Call Queue overflow	When an overflow agent answers a queue call, the other agents will see ‘Answered elsewhere’
Call Queue pickup	When a call queue pickup member answers a queue call, the other agents will see ‘Answered elsewhere’
Shared line	When a shared line member answers a simultaneously ringing call, other shared line members will see ‘Answered elsewhere’
Delegated line	When an owner or delegate of a delegated line answers a simultaneously ringing call, the owner and other delegates will see ‘Answered elsewhere’

# How it works

**‘Missed’ will be the call result for the following use cases**

<b>Extension type</b>	<b>Use Case</b>
<b>User extensions</b>	When you do not answer an incoming call and the call is routed to your missed call destination, your devices/apps and call log will show ‘Missed’
<b>Call queue</b>	When a queue call is forwarded to another destination after maximum wait time or maximum number of callers in queue is reached, the call log will show ‘Missed’
<b>Shared line</b>	When a shared line call is not answered and the call is routed to the missed call destination, other shared line members and call log will see ‘Missed’
<b>Delegated line</b>	When an owner or delegate of a delegated line does not answered and the call is routed to the missed call destination, the owner and delegates will see ‘Missed’



# How it works

- 'Answered Elsewhere' is supported by the following endpoints

- Poly
- Cisco
- Yealink
- Avaya
- Mitel
- Unify/Atos
- ALE



- 'Answered Elsewhere' has been added as a new Call Log & Analytics result so calls are reflected correctly in Company/User call logs, RC Apps/Integrations, and API results for Partner apps.

## Required Clients

### **Phones**

- Poly, Yealink, Cisco, Avaya, Mitel, Unify, Alcatel
- BYOD phones which support SIP Cancel cause=200

### **Soft clients**

- RingCentral App Desktop, Mobile, Web v24.3.20

## Limitations

### **Directed Call Pickup**

- When a call is picked up by a directed call pickup member, the original called party will see 'Missed'.
- This issue is planned to be fixed in release 24.3 (Aug 2024)

## FAQ

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### **Is Call Answered Elsewhere a SIP standard?**

- Yes. Phones and calling apps which support SIP Cancel (cause=200) will display Answered Elsewhere for the use cases supported.

### **Does MS Teams support Call Answered Elsewhere?**

- Yes. MS Teams supports Call Answered Elsewhere.

### **When a call is 'Answered Elsewhere' will the original called party know who answered the call?**

- The Company Call Log will indicate who answered the call, but the User Call Log will only show 'Answered Elsewhere'

# Integrations



# Teams Embedded app: Headset Support - Plantronics and Jabra

## What's new?

A high-level one line description of what the feature is, and what it offers.

Link to Aha! ticket for PMM use

Teams embedded app will support headsets - Jabra and Plantronics hub.

## What customer problem does it solve and why?

Why build this feature?

What customer pain point does it solve?

For (customers) who (need to do something), (our product) is (description) that provides (benefits to customers).

Customers are currently not able to use the embedded app comfortably with their desired headsets.

## Who else has it?

Which competitors? How is our solution different?

N/A

## Feature details & availability?

When will it be available for the other brands?

Is it only available for certain editions?

Is it billable and when? What is the pricing?

How is it enabled?

What are the limitations?

Screenshot slides?

FAQ slides – what could go wrong, what changes might affect users and their workflow?

Users will be able to configure their Jabra and Poly headsets with embedded app so they can manage call controls directly from the headset. This offers more flexibility in their audio setup and increase productivity.

24.2

# Teams Headset support: Jabra and Plantronics Hub

Users can use their headsets with embedded app to manage their call controls.

They can configure their headset from within Embedded app -> Settings -> Audio

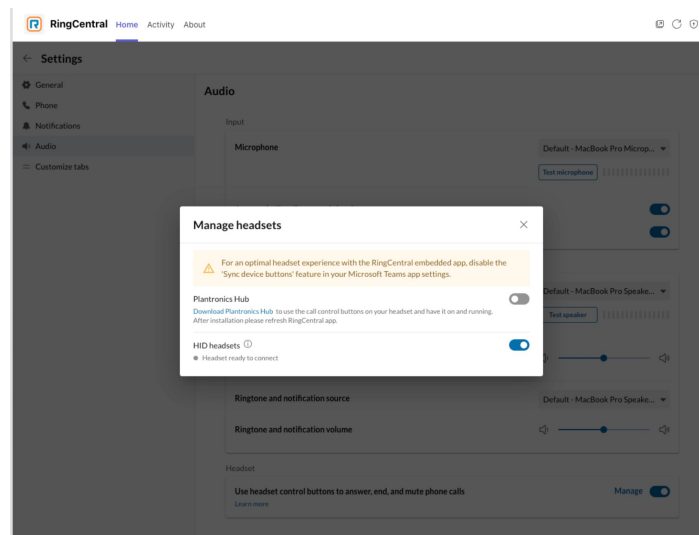
[Guide link](#)  
[Supported headset list](#)

## Headset

Use headset control buttons to answer, end, and mute phone calls

[Learn more](#)

Manage ☒



# Google Chrome Extension MV3 Upgrade

## What's new?

A high-level one line description of what the feature is, and what it offers.

Link to Aha! ticket for PMM use

As per Google Chrome's policy, all chrome extensions are mandatory to be upgraded from Manifest V2 to Manifest V3 framework to adhere Google's policies on improving the privacy, security, and performance of extensions. RingCentral for Google will be updated to the Manifest V3 as well.

## What customer problem does it solve and why?

Why build this feature?

What customer pain point does it solve?

For (customers) who (need to do something), (our product) is (description) that provides (benefits to customers).

Manifest V2 will be sunset starting June 2024 impacting all customers of RingCentral for Google as the app will stop functioning.

## Who else has it?

Which competitors? How is our solution different?

N/A

## Feature details & availability?

When will it be available for the other brands?

Is it only available for certain editions?

Is it billable and when? What is the pricing?

How is it enabled?

What are the limitations?

Screenshot slides?

FAQ slides – what could go wrong, what changes might affect users and their workflow?

App will be automatically updated to Manifest V3 version, however it only works with Chrome version 109 and above.

1. For users whose browser version is 106 and below, RingCentral for Google extension stays as last version 23.3.34 (this is Google's policy).
2. For 106-108, RingCentral for Google extension will be updated to the latest version 24.1.30, and show browser notification to let users know that they need to update browser.



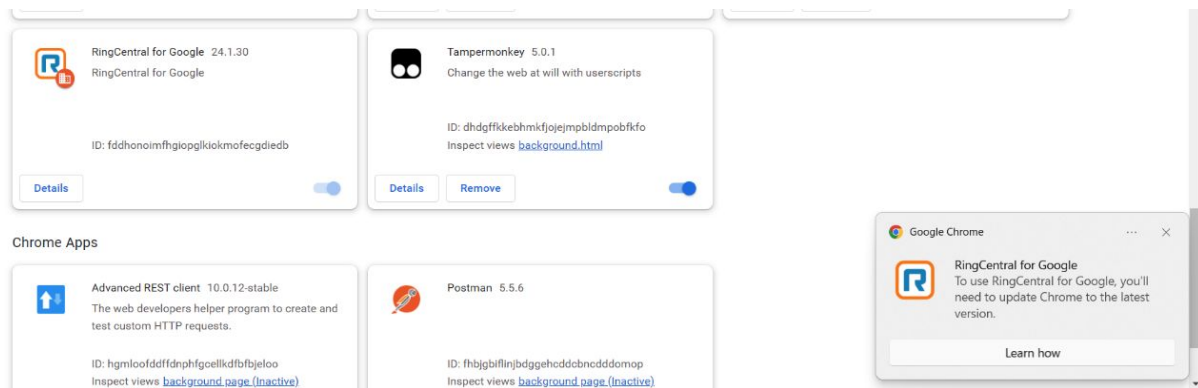
# Chrome extension: MV3 upgrade

The RingCentral for Google Chrome extension currently runs on the Google Manifest Version 2 (MV2).

However, Google shared plans to [retire support](#) for extensions running on MV2 which will impact the entire customer base of RingCentral for Google. To minimize impact, the app will be upgraded to use the [Manifest V3](#) which provides great stability, performance and security to the users.

Users will be **auto-upgraded** to the latest version of the Google chrome extension.

For users whose Chrome browser version is below 109, show update browser notification.



# Display Call Queue Name in SFDC/HubSpot integrations

## What's new?

A high-level one line description of what the feature is, and what it offers.

[Link to Aha! ticket for PMM use](#)

Display call queue details in RC for SFDC and RC for HubSpot applications on inbound calls, so that Agents are aware of calls delivered to them from IVR options separate from direct dials.

## What customer problem does it solve and why?

Why build this feature?

What customer pain point does it solve?

For (customers) who (need to do something), (our product) is (description) that provides (benefits to customers).

Customers using RingCentral Queued Calling to deliver inbound calls to end users have notified us that those receiving calls within RC for SFDC and RC for HubSpot interfaces have no way of knowing if the calls they are answering are directly dialed or if they have been delivered to them from the call queue. Customers have requested that we provide them with notification on inbound calls whether or not a routed call has come from a call queue or not.

## Who else has it?

Which competitors? How is our solution different?

NA

## Feature details & availability?

When will it be available for the other brands?

Is it only available for certain editions?

Is it billable and when? What is the pricing?

How is it enabled?

What are the limitations?

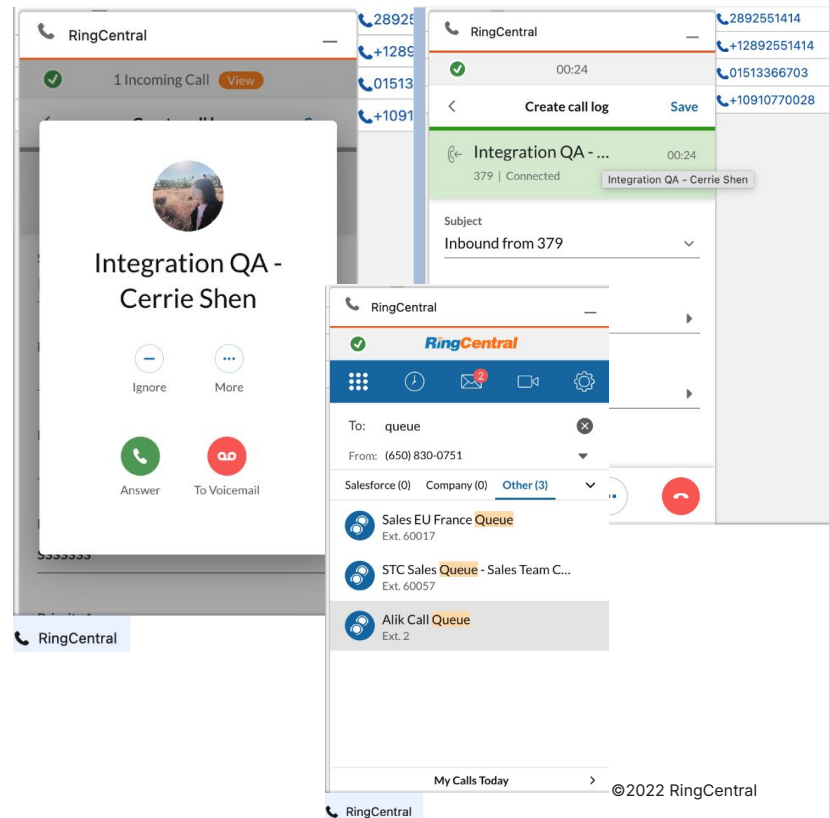
Screenshot slides?

FAQ slides – what could go wrong, what changes might affect users and their workflow?

It's available to all brands supported by Salesforce & HubSpot integrations

# Display Call Queue Name in SFDC/HubSpot integrations

1. The Call Queue name will appear for an inbound call at below places:
  - a. Incoming Call UI
  - b. Caller Info area at the top of call log UI
  - c. Call History
  - d. Active Call list
2. The Call queue name will be searchable through Dialpad
3. If a call is made to a call queue, then the call queue name will be displayed and not the member who answered the call in Call History
4. If a call is made to a direct number, that will be displayed in the Call History even though the member is a part of the Call queue.



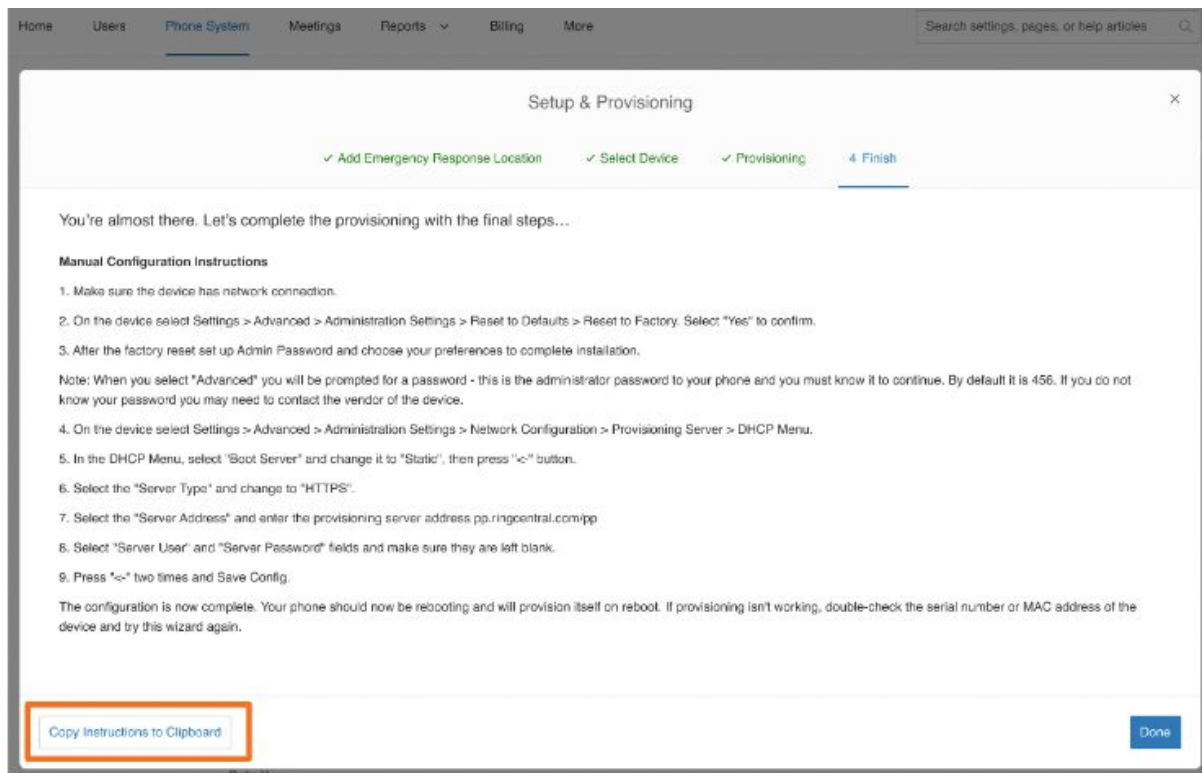
# Hardware



# Enhanced Assisted Provisioning Flow

<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p>Link to Jira ticket</p>	<p>An improved flow for the user to follow through the Assisted Provisioning setup. Now it includes a Copy to Clipboard link as well as links to knowledge-base articles referring to the instructions of specific devices models we support</p>
<p><b>What customer problem does it solve and why?</b></p> <p>Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."</p>	<p>End-customers using ServiceWeb are not the most tech-savvy people, and when they want to add devices, they go through the process but cannot go back to refer to the instructions in case they need it again/or when phones fail to add.</p>
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	<p>Zoom</p>
<p><b>Feature details &amp; availability</b></p> <p>When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing:     How to enable, configure, use the feature.     Screenshots.     FAQ – what could go wrong, what changes might affect users and their workflow?     Localization changes?</p>	<p><b>Brands:</b> All brands. All editions that support device assisted provisioning <b>Billable:</b> Not applicable <b>How to enable:</b> Customers can experience this feature when they add a device to their Digital Lines <b>Limitations:</b> DaaS workflows, Rental or refurbished devices, Devices not part of Assisted Provisioning scope <b>APIs:</b> No new APIs <b>Voice Service:</b> Requires a user with devices unassigned to trigger feature</p>

# How it works




During Device setup, there will be a “Copy Instructions to Clipboard” button that users can save to refer back to later.

# How it works

Home Users **Phone System** Meetings Reports ▼ Billing More

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< Back Cisco SPA-303 Desk Phone



**Device**  
Cisco SPA-303 Desk Phone

[Change Phone](#) [View Provisioning Instructions](#)

**Serial Number:** 34535435435D ⓘ

**Assigned Type:** User Phone

**Status:** Online ⓘ

**Name** ⓘ

Cisco SPA-303 Desk Phone

A new link “View Provisioning Instructions” will be available to users configuring the phone.

# Phone Firmware

## Q2CY2024

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.  Link to Jira ticket	Phone firmware updates for the following models: <ul style="list-style-type: none"><li>Poly Rove 30/40 &amp; B2 basestation</li></ul>
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	The firmware upgrade addresses security issues and fixes bugs while adding support for upcoming features.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	NA
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: <ul style="list-style-type: none"><li>How to enable, configure, use the feature.</li><li>Screenshots.</li><li>FAQ – what could go wrong, what changes might affect users and their workflow?</li><li>Localization changes?</li></ul>	GA for all RC & Partner brands All packages with calling capabilities No pricing impacts See Firmware Updates Schedule for specific details

\*Alpha and Beta releases are normally not applicable to SPs and GSPs unless otherwise noted.



# Poly Phones

\* Firmware start and completion dates are subject to change and may vary based on the number of devices to be upgraded.

Vendor	Model	Firmware version	Release Notes	Start firmware rollout *	Firmware rollout completed *
Poly	Rove 30 Rove 40 Rove B2 base station	8.0.7	<a href="#">Poly-Rove-DECT-8-0-7 Release Notes</a>	June 3, 2024	June 17, 2024

# SyncDND Support

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.  Link to Jira ticket	Support SyncDND for the following phone models <ul style="list-style-type: none"><li>Poly VVX series</li></ul>
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Enable SyncDND for all VVX models upgraded to VVX FW version 6.4.4
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	NA
<b>Feature details &amp; availability</b> When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	<ul style="list-style-type: none"><li>All Brands</li><li>All Packages and Office Tiers</li><li>All VVX models: VVX450, VVX350, VVX250, VVX150, VVX601, VVX501, VVX311, VVX411, VVX401, VVX301, VVX201, VVX101</li></ul> 24.2

\*Alpha and Beta releases are normally not applicable to SPs and GSPs unless otherwise noted.

# Thank you.

