

What's In Deck 24.3 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	24.3	8/27		
Office@Hand Phone App	24.3	8/22		
Office@Hand Mobile App	24.3.20	9/23		Handoff 8/21
Office@Hand Desktop/Web App	24.3	9/14		

Desktop/Web Apps



Feature: Language settings in Desktop app

What's new

Now user is able to choose the display language for the desktop application. Since this is natively supported by iOS/Android, not needed on the Mobile app

What problem does it solve

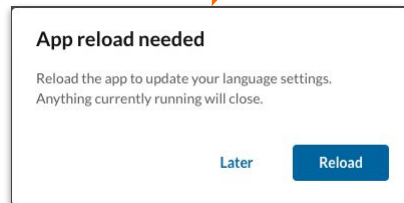
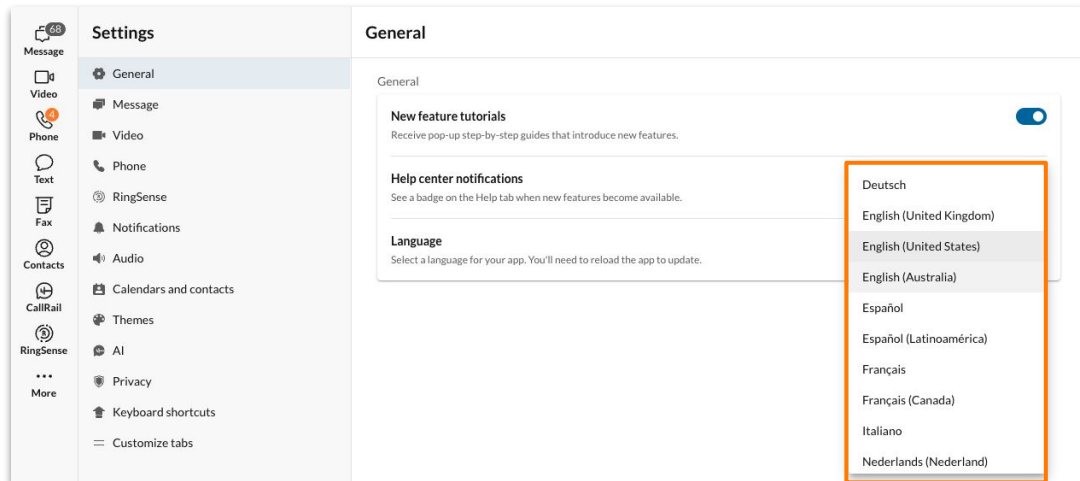
Today in the Desktop app (incl. web app), it always respects the system or browser language and doesn't allow users to change to another language within the app. Some users, for some reasons, want to use a different language just for the app and complain current solution is not intuitive. Some other users, have no permission to update system preferences. Teams, Slack has this feature available

Rollout plan

- Available for all users
- 24.2.20

How it works

- Go to General settings
- Change a desired language
 - Reload or restart required to apply the new language



Feature: Assign ringtones to contacts

What's new

Instantly differentiate your calls by setting unique ringtones for your contacts.

- Optimize screen real estate with the drill-down experience
- Streamlined search functionality and efficient assign ringtones workflow

What problem does it solve

As a user, I want to setup a custom ringtone for VIP callers. So basically, if a VIP calls me there would be a distinct ringtone to alert so I will be able to quickly pick it up.

Rollout plan

- GA all brands: 24.2.20

Assign ringtones to contacts (desktop)

The screenshot illustrates the steps to assign ringtones to contacts in the RingCentral desktop application.

Step 1: Main Settings

- RingCentral, Inc. (Header)
- Search bar
- Left sidebar: Message, Video, Phone, Inbox, Notifications (selected)
- Settings > Notifications > Sounds
- Ringtones** section: Set the sound you'll hear when you receive incoming calls. You can adjust ringtone volume in [Audio](#) settings.
- Manage** button (highlighted in a blue box)
- Phone Ring (dropdown)
- Video calls (Log drum dropdown)

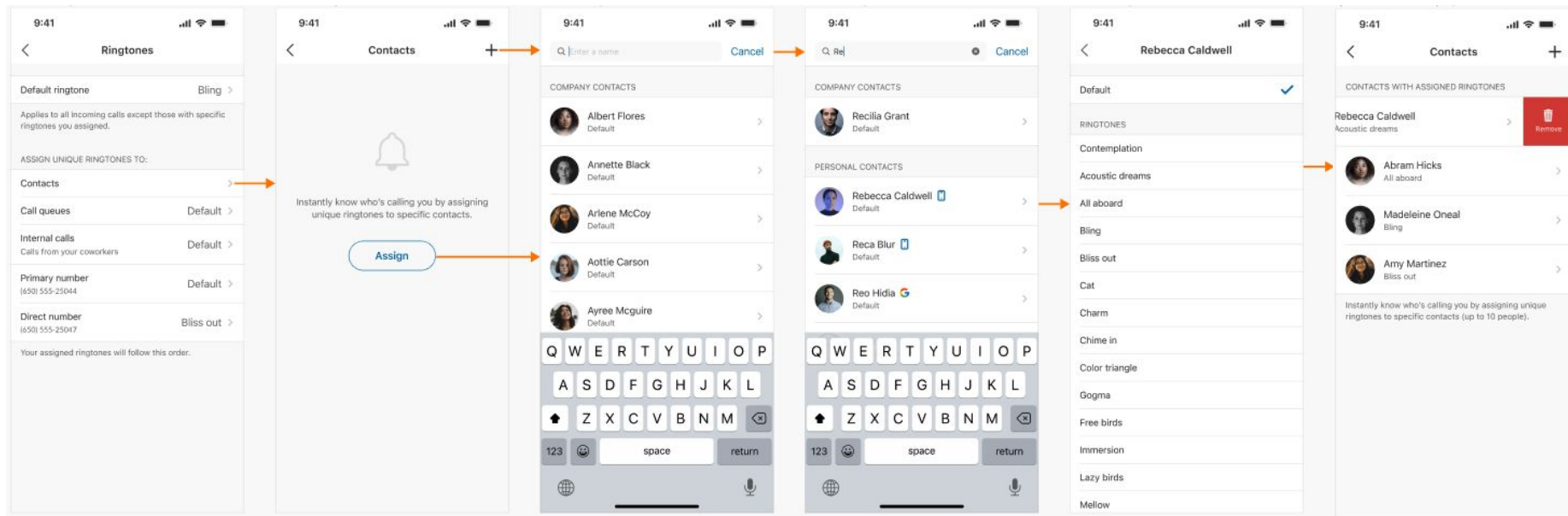
Step 2: Ringtones Configuration

- ← Ringtones
- Default ringtone: Applies to all incoming calls except those with specific ringtones you assigned. (Phone Ring dropdown)
- Assign unique ringtones to: (1)
- Contacts** section: Unique ringtones for specific contacts. **Manage** button (highlighted in a blue box)
- Call queues: All queued calls that you receive (Default dropdown)
- Internal calls: Calls from your coworkers (Default dropdown)
- Primary number: Calls to: (650) 555-2504 (Default dropdown)
- Direct number: Calls to: (650) 555-2505 (Default dropdown)

Step 3: Contacts List

- Contacts (modal window)
- Enter a name, Buzzy (dropdown), Add
- Contacts with assigned ringtones (1)
- Recilia Grant (Buzzy dropdown)
- Dirk Daugherty (Disco dropdown)
- Cruz Wolfe (Door Bells dropdown)
- Korey Roth (Air Raid dropdown)
- Keven Bright (Buzzy dropdown)

Assign ringtones to contacts (mobile)



Mobile App



Feature: Voicemail detail screen re-design for Mobile App

What's new

Improved layout of voicemail detail page in mobile.

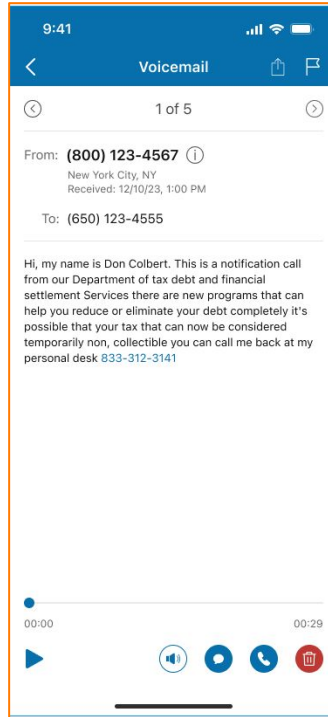
What problem does it solve

The clickable element for play / pause and speaker buttons being too small and often requiring multiple attempts before the button is responsive

Rollout plan

- 24.3.20

Feature: Voicemail detail screen redesign



Play / pause & Speaker
buttons relocated below
scrubber and increased in size

Admin & Core



Feature: *AT&T SMS/MMS metering*

What's new

- AT&T will start billing SMS/MMS usage

What problem does it solve

- AT&T to bill for SMS/MMS, moving away from having SMS as a free feature

Rollout plan

- AT&T O@H 2.0
- August 15th
 - US packages and Canada packages (excludes Mobility tier 3489 and excludes Phone-Advanced packages, Phone-Advanced Wholesale packages)

Feature: *AT&T SMS/MMS metering*

SMS/MMS usage* will be accounted for and charged in the following order:

1. **Included offset amount** (per DL pooled at Account level):

- First, the account's Aggregated SMS/MMS **Usage Offset** will be reduced based on SMS/MMS usage (SMS 0.0085 & MMS \$0.013/msg) in the account.
- Unused Aggregated SMS/MMS Usage Offset expires immediately after the end of the month to which it applies.

2. **Optional bundle:**

- Next, the account's SMS Monthly Plans/**SMS bundles** (if any) will be reduced based on SMS and MMS usage in the account. The Bundle is consumed after the Included offset is filled.

3. **Prepaid Auto Purchase Credits**

- Finally, the account's **Prepaid Credits** will be reduced based on SMS/MMS usage in the account. Unused monthly calling credits roll over to the next month and expire 365 days after issuance.
 - Customers may purchase Prepaid Credits in increments of \$20, \$100, \$500 or \$2,000.

Usage Offset/DL/month

Plan	\$ Amount
SLED	\$0.21
Standard	\$0.85
Premium	\$1.70
Enterprise	\$4.25

SMS/MMS Bundles

License ID	Package	US Price	US \$ Value
LC_SMSBR_1000	10,000 Messages	\$85	\$85
LC_SMSBR_1001	25,000 Messages	\$212.50	\$212.50
LC_SMSBR_1002	100,000 Messages	\$800	\$850
LC_SMSBR_1003	250,000 Messages	\$2,000	\$2,215
LC_SMSBR_1004	1 Million Messages	\$7,500	\$8,500
LC_SMSBR_1005	5 Million Messages	\$37,500	\$42,500
LC_SMSBR_1006	20 Million Messages	\$140,000	\$170,000
LC_SMSBR_1007	50 Million Messages	\$325,000	\$425,000

* Based on mobile carrier standards, a single inbound or outbound SMS message may be split into two or more SMS messages based on its length and content, and each such message will be billed separately. For example, such standards typically support up to 160 characters per message or up to 70 characters per message if the message contains one or more Unicode characters (such as emojis or other special characters).

Feature: *Standardize user license assignment in SW*

What's new

- Add-on licenses can now be managed and assigned to users from the single place - Licenses & Inventory.
- Licenses & Inventory has a new UI to incorporate a comprehensive set of license management operations.
- Individual pages with add-on licenses are no longer functional.

What problem does it solve

- License management is decentralized in Service Web. For each new add-on license a new page is created under SW → Billing. As more licenses are added, this approach makes the UI cluttered. Individual pages with add-on licenses have UX issues with data representation and license management.

Rollout plan

- AT&T O@H 2.0
 - October 1st 2024 (not part of Core release)

[Standardize user license assignment in SW]

How it works

Licenses & Inventory [Download licenses](#) [Assign in bulk via file](#)

Below is a list of licenses and hardware you have on your account. You can filter them by cost center and site to check inventory or open the detailed view with more actions.

To remove licenses, please contact [Customer Support](#).

Search Sites Cost center Show only user level licenses ☐

License/Hardware name	Total	In-Use	Available	Actions
MVP Licenses	46	43	3	
MVP Licenses*	2	0	2	
MS Teams CloudPBX	1	0	1	
MVP BYOC Licenses	1	1	0	
Meetings License	5	0	5	
Glip Licenses	2*			
Additional Local Numbers	2	2	0	⋮
Additional Toll-Free Numbers	2	1	1	⋮
Hardware	47	44	3	
Large Meetings	2	1	1	
Webinars	108	25	83	
Push to Talk Basic	3	1	2	
RingSense	3	0	3	

Service Web -> Billing -> Licenses & Inventory:

- New UI layout
- License names become clickable, e.g. click on “Webinars” will open the detailed page for Webinars licenses (next slide)

[Standardize user license assignment in SW]

How it works

Licenses & Inventory -> detailed page for certain type of licenses

The screenshot shows the AT&T Office@Hand Admin Portal. The left sidebar contains navigation links: Home, Users, Phone System, Meetings, Reports, Billing, and More. The main content area is titled 'Push to Talk Basic' and shows 'Total: 1'. It displays 'Available: 0' and 'In-use: 1'. The 'In-use' section includes a search bar, filters for 'License type' and 'Cost center', and a table of assigned licenses. The table has columns for 'License type', 'Assigned to', 'Ext.', 'Cost center', and 'Actions'. One license is listed: 'Push to Talk Basic' assigned to 'Mary Jones' with extension '103' and cost center 'New Name ATT'. There are 'Show all' and 'Show selected: 0' buttons, and an 'Unassign' link. At the bottom, there is a 'Show: 10' dropdown and a pagination indicator showing '1'.

License type	Assigned to	Ext.	Cost center	Actions
Push to Talk Basic	Mary Jones	103	New Name ATT	

Available licenses (not assigned to users) are displayed as counters

Admins can assign available licenses

Each in-use license (assigned to the user) is displayed individually together with the user info.

Admins can unassign in-use licenses one by one and in bulk.

[Standardize user license assignment in SW]

How it works

Assign licenses to users

Assign/Unassign actions are available **only for add-on user licenses:**

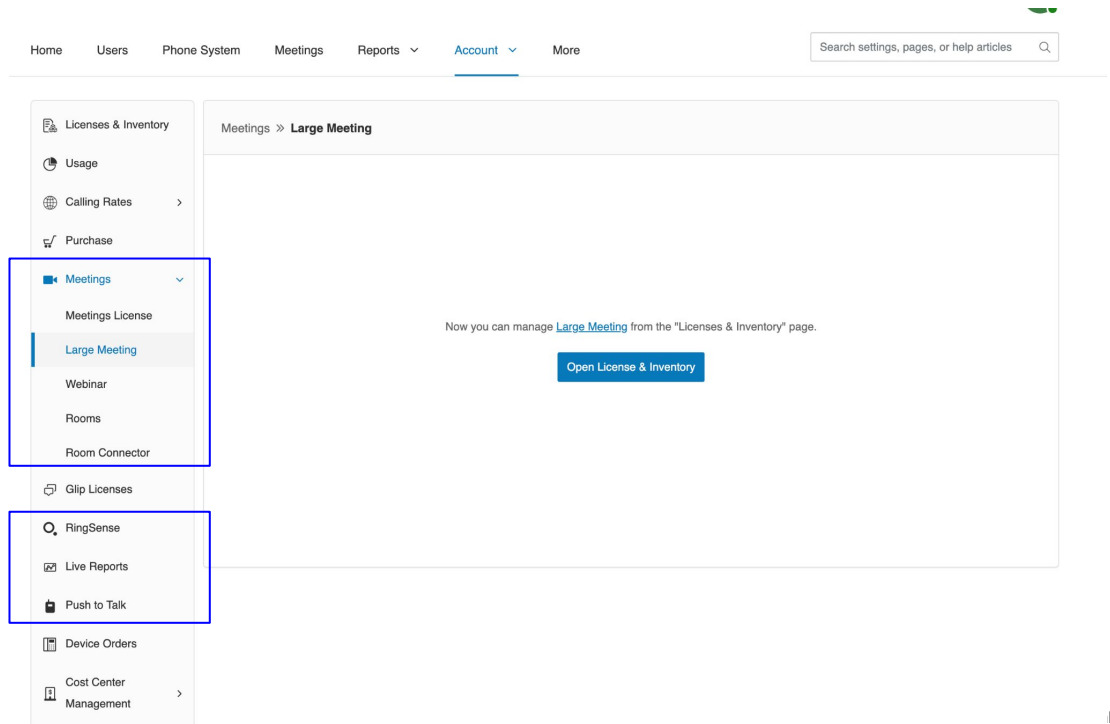
- Large Meetings
- Live Reports
- Push To Talk

[Standardize user license assignment in SW]

How it works

Other pages with individual license management become no longer functional and lead to “Licenses & Inventory”:

- Meetings -> Meetings License
- Meetings -> Large Meetings
- Meetings -> Room
- Meetings -> Room Connector
- Live Reports
- Push To Talk



Feature: Analytics - Network Quality and Network Type Graph in QoS

What's new

A new graph under MVP Analytics > Quality of Service > Calls > Call Card (appears when clicking on a call). The graph is available only for a portion of calls.

What problem does it solve

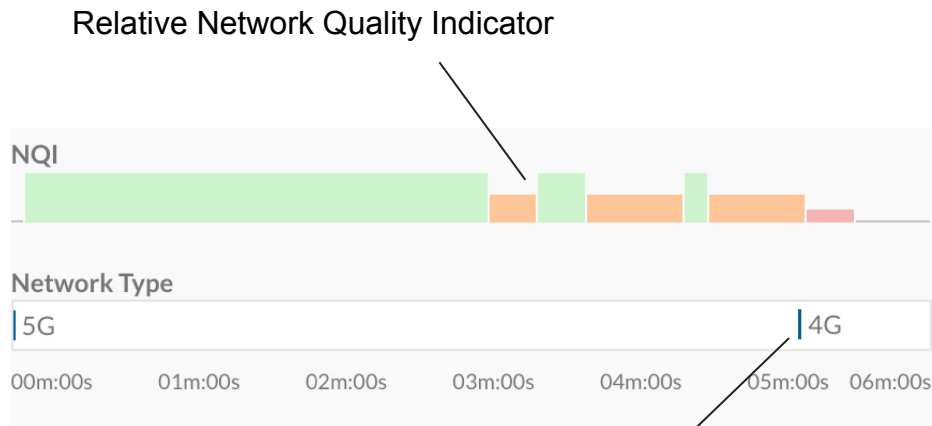
The NQI and Network Type Graph helps to tell if the degradation of quality happened due to a bad network or frequent switches between network types. Examples include:

- Poor WiFi signal in the office.
- Poor cellular reception during a mobile call.
- Calls that suffered connection issues in a borderline WiFi/Cellular area with multiple switches between network types.

Rollout plan

- GA for all brands
- Requires latest Unified app version
- All packages with QoS Analytics
- No pricing impacts

How it works



This is a new graph that supplements MOS values with additional information. It shows relative quality of the network and switches between types of connection.

Available only for calls processed by the latest versions of the Unified app

Feature: Analytics & Call logs - Phone Number Masking & Hide Location Data Controls

What's new

- Admins now have the ability to mask external phone numbers and location based data displayed within the service web "Company Call Logs" and "Analytics" portal.

What problem does it solve

Provide customers a more granular set of permissions to control and limit user calling data and location information.

- Mask external phone numbers inbound & outbound (All Countries) in both Company Call Logs and Analytics portal
- Remove/hide location map & IP Address information from Analytics Portal
- Option to override permissions on a per user bases based on users assigned roles permission

Rollout plan

- GA for all brands
- All packages with QoS Analytics
- No pricing impacts

Analytics Portal Phone Number Masking & Location Data Obfuscation

Home

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Reports

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Search settings, pages, or help articles

Service Console

Audit Trail

Service Status

Account Settings

Security and Compliance

Account Validation

Single Sign-on

Two-Factor Authentication

Session Timeout

Hot Desk Session Timeout

Mobile App Security

Masked Numbers & Location Data

Trust Portal

Apps and Resources

Security and Compliance » Masked Numbers & Location Data

☒ Activate Masked Numbers

The Masked Numbers setting hides certain information from admins for a subset of users in order to meet country-specific compliance requirements. The last four digits of any external number will be masked when calls are made to or from a company-owned number. The following features will have information hidden if the admin does not have the Unmasked Numbers permission enabled: Call Log and Analytics.


☒ Hide Location Data



The Hide Location Data feature removes all user location information such as IP address and location maps from the analytics portal. Once enabled, only an admin with the "view location data" permission can view user location data.


Accept & Save


Option to mask phone number or hide location data can be managed independently by service web admin

Analytics Portal Phone Number Masking & Location Data Obfuscation




Admin Portal   SN

Home [Users](#) Phone System Meetings Reports  Billing More

Search settings, pages, or help articles 





[< Back](#)

Owen Test Role

 Edit

[Overview](#)


Assigned Users



Name	Description
Owen Test Role	
Type of Role: Custom 	
<input type="checkbox"/> Set as Default	
Permissions	
<input checked="" type="checkbox"/> General 	
<input checked="" type="checkbox"/> Overview, Messages, Contacts, Standard User Tools	
<input checked="" type="checkbox"/> Policies 	
<input checked="" type="checkbox"/> Domestic Calls	
<input checked="" type="checkbox"/> Internal Calls	
<input checked="" type="checkbox"/> Premium destinations	
<input checked="" type="checkbox"/> Unmasked Numbers	
<input checked="" type="checkbox"/> View Location Data	
<input checked="" type="checkbox"/> Voicemail	
<input checked="" type="checkbox"/> User Settings 	
<input checked="" type="checkbox"/> Call Blocking	
<input checked="" type="checkbox"/> Call Handling	
<input checked="" type="checkbox"/> Notifications	

Admin can give specific users access to view numbers & location data if required (eg to provide support)


Company Call Logs

Service Web - Company Call Logs (phone number obfuscation disabled)





Admin Portal  


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


Search settings, pages, or help articles 


Simple Detailed

Some information may be hidden in order to meet country specific compliance requirements. To view full logs, you must have the Unmasked Numbers permission.



Search  

Last 7 days 







[Download](#) [Delivery Settings](#) 


Reset **Apply**



 Delete  Block

< Page 1 >

<input type="checkbox"/>	Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length
<input type="checkbox"/>		From: +33 (1) 09758351	Add Contact	05/13/2024 4:03 AM	-	Phone Call	Missed	0:00:28
<input type="checkbox"/>		From: +33 (1) 09758351	Add Contact	05/13/2024 4:03 AM	-	Phone Call	Missed	0:00:26
<input type="checkbox"/>		From: +33 (1) 09758351	Add Contact	05/13/2024 2:22 AM	-	Phone Call	Missed	0:00:40
<input type="checkbox"/>		From: +33 (1) 09758351	Add Contact	05/13/2024 12:56 AM	-	Phone Call	Missed	0:00:44

Service Web - Company Call Logs (phone number obfuscation enabled)



Admin Portal  



HomeUsersPhone SystemMeetings**Reports**▼BillingMore

Search settings, pages, or help articles



SimpleDetailed


Some information may be hidden in order to meet country specific compliance requirements. To view full logs, you must have the Unmasked Numbers permission.


Search




Last 7 days





 Download

 Delivery Settings







ResetApply

 Delete

 Block

< Page 1 >

<input type="checkbox"/>	Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length
<input type="checkbox"/>		From: +33 (1) 0975XXXX		05/13/2024 4:03 AM	-	Phone Call	Missed	0:00:28
<input type="checkbox"/>		From: +33 (1) 0975XXXX		05/13/2024 4:03 AM	-	Phone Call	Missed	0:00:26
<input type="checkbox"/>		From: +33 (1) 0975XXXX		05/13/2024 2:22 AM	-	Phone Call	Missed	0:00:40
<input type="checkbox"/>		From: +33 (1) 0975XXXX		05/13/2024 12:56 AM	-	Phone Call	Missed	0:00:44

Analytics - Masking External Phone Numbers

Analytics - Masking External Phone Numbers

Phone number obfuscation enabled

DE

RingCentral

Business Analytics CA

DASHBOARD

Call Records Dashboard - Default

Hide Filters (1)

Quick Tips

Submit Idea

Subscribe

Download

The filters enabled here will be applied on all the widgets.

☒ Date Range

Will overwrite widget's date range.

Today

☐ Dimension Filter

Will overwrite widget's dimension filter.

DIMENSION

Users

USERS

Select users to filter data

☐ Data Filter

Will be added to widget's data filter.

Add Filter

Calls

Show Filters (1)

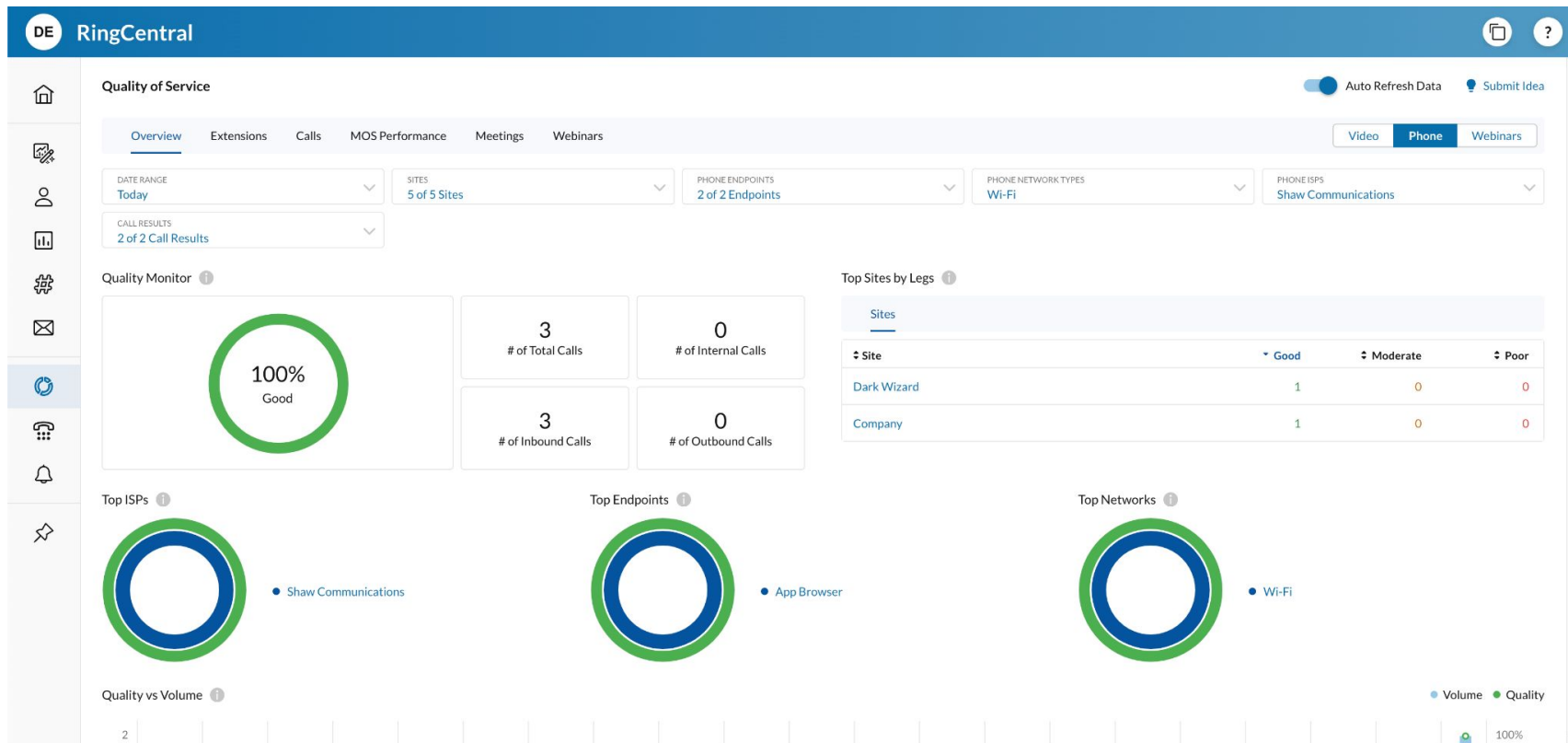
Total 3 Calls

	From	To	Date / Time	Length	Direction	Call Type	Call Response	Result
	RINGCENTRAL +1 (888) 528XXXX	Nearly Headless Nick IVR +1 (650) 6668388	20:22	00:33	Inbound	Inbound direct	Answered	Completed
	RINGCENTRAL +1 (888) 528XXXX	Nearly Headless Nick IVR +1 (650) 6668388	20:21	00:11	Inbound	Inbound direct	Not Answered	Abandoned
	RINGCENTRAL +1 (888) 528XXXX	Nearly Headless Nick IVR +1 (650) 6668388	14:28	00:38	Inbound	Inbound direct	Not Answered	Missed without VM

Analytics - Hide Extension location Information

Analytics - Hide Extension location Information

Hide extension location data enabled



Analytics Phone Number Masking and Location Hiding

How it works

Quality of Service

OverviewExtensionsCallsMOS PerformanceMeetings

Search Name or Extension

DATE RANGE
Today

ISPS
Shaw Communications

CALL QUALITY
3 of 3 Call Quality

Calls

	Start Time	From
20:22		RINGCENTRAL (888) 528-XXXX
20:21		RINGCENTRAL (888) 528-XXXX
14:28		RINGCENTRAL (888) 528-XXXX

Data refreshed: 5/6/2024 20:26

Masked

Quality of Service

OverviewExtensionsCallsMOS PerformanceMeetingsWebinars

USER:
Lord Voldemort

DATE RANGE
Last 7 Days To Date

100%
Good

Lord Voldemort
Extension 106

2
of Connected Calls

4.2
Avg. Score

4.2
Min. Score

Connected Calls

Start Time	Name	Quality	Length	Direction
20:22	RINGCENTRAL (888) 528-XXXX	Good	00:33	Inbound
14:39 02 May	Allanor Moody (650) 666-8388	Good	00:39	Internal

Calls Legs and Quality

Su

Mo

Tu

We

Th

Fr

Good

Moderate

Poor

Upstream and Downstream

Endpoint	Upstream	Downstream
App Browser	4.3	4.2

Map hidden

Examples

Confidential

Feature: Add msi Desktop app file for download in Service Web

What's new

- Provides Customer Admins with easy, self-serve access to the Windows Desktop msi file in SW (Admin Portal).

What problem does it solve

- msi file is not publicly accessible for many AT&T
- The GSP SE team receives a lot of requests from customers for msi versions of the Desktop app. With the growing popularity of device management solutions, msi versions are a must. Currently for Windows, only the exe versions of the app are shown in Service Web (My Extension)

Rollout plan

- GA 24.3
- Applicable for all brands

Feature: Add *msi* Desktop app file for download in Service Web

How it works

Home Users Phone System Meetings Reports Billing More

Search settings, pages, or help articles

Service Console >

Account Settings >

General Settings

Outbound Call Prefix

Security and Compliance >

Apps and Resources >

Desktop Apps

Archiver

App Gallery

Developer Portal

Glip

Apps and Resources >> Desktop Apps

RingCentral app. Your single place for message, video, and phone.

Select your device. If you are a Mac user, select the appropriate processor or chip.

How to identify your processor or chip

PC (.exe) Download

Frame 1321314296

PC (.exe)

PC (.msi)

Mac (Apple silicon)

Mac (Intel)

Feature: Hide 988 calls in Service Web logs

What's new

- Due to the sensitive nature of 988 short code (Suicide & Crisis Lifeline), we will hide 988 calls from SW (Admin Portal) logs

What problem does it solve

- Provides privacy to users that make calls to the 988 suicide crisis line

Rollout plan

- GA 24.3
- Applicable for all Brands with contracted country = USA or Canada

Feature: *Hide 988 calls in Service Web logs*

How it works

988 log shows in My Extension

Overview

Messages

Call Log

Contacts

Settings

More

Simple

Detailed

Search

Last 7 days

Download

Delivery Settings

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Delete

Block

<

Page 1

>

<input type="checkbox"/>	Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length
<input type="checkbox"/>	☎	To: 988	Add Contact	06/26/2024 2:31 AM	-	VoIP Call	Hang Up	0:00:04
<input type="checkbox"/>	☎	To: 101	Some ALT_USER (1...	06/26/2024 2:30 AM	-	VoIP Call	Call connected	0:00:04
<input type="checkbox"/>	☎	To: 101	Some ALT_USER (1...	06/26/2024 2:30 AM	-	VoIP Call	No Answer	0:10:59

988 log does not show in Admin view

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Search settings, pages, or help a

Simple

Detailed

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Saved searches

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Page 1

<input type="checkbox"/>	Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length
<input type="checkbox"/>	<div></div> From:102	<div></div> Joe Smith	06/26/2024 2:30 AM	-	Phone Call	Missed	0:00:04	
<input type="checkbox"/>	<div></div> From:102	<div></div> Joe Smith	06/26/2024 2:30 AM	-	Phone Call	Missed	0:10:59	

Feature: Absolute session timeout

What's new

- Advanced security feature that allows administrators to define maximum session length across all clients

What problem does it solve

- When user sessions are compromised, a bad actor can keep the session alive for any length of time. Limiting session lifetime reduces exploitation time.

Rollout plan

- All brands - 24.3
- Disabled by default for existing/new accounts
 - Support request required for 24.3
 - Enabled+on in 24.4
- No cost/license impact or dependencies

Define maximum session lifetime

1. Configuring max session lifetime using either predefined or custom options
2. Exception option available for top three apps - mobile, desktop and RC plugin for MS Teams

The screenshot shows the 'Session Timeout' configuration page within the 'Security and Compliance' section of the Service Console. The left sidebar contains a menu with options: Service Console, Audit Trail, Service Status, Account Settings, Security and Compliance (selected), Single Sign-on, Session Timeout (highlighted), and Privacy Preferences. The main content area is titled 'Security and Compliance » Session Timeout'. It features two configuration sections, each with a title, a dropdown menu set to 'Custom', and input fields for Days, Hours, and Minutes. The first section is titled 'Log users out when they are inactive for' and the second is 'Log users out automatically irrespective of activity after a specified period'. Both sections have input fields set to '5' for Days, Hours, and Minutes. At the bottom, there is a checkbox labeled 'Exempt these apps from the policy - Mobile, Desktop, RingCentral plugin for Microsoft Teams and RingCentral App for Carplay'.

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Security and Compliance

Single Sign-on

Session Timeout

Privacy Preferences

Security and Compliance » Session Timeout

Log users out when they are inactive for

Custom

5 Days 5 Hours 5 Minutes

Log users out automatically irrespective of activity after a specified period

Custom

5 Days 5 Hours 5 Minutes

☐ Exempt these apps from the policy - Mobile, Desktop, RingCentral plugin for Microsoft Teams and RingCentral App for Carplay

Configure existing inactivity session timeout using new configuration option

FAQ

What happens on first time use of absolute session timeout?

- At first time use, all app sessions whose age exceeded the configured value - almost all sessions - will get logged out at the next token refresh (i.e. within an hour).

Rooms

Android, Mac, Windows



Feature: SIP Guest Join for MS Teams Meetings from Rooms

What's new

Easily join Teams meetings from Rooms.
Invite RingCentral Room to Teams meeting. Click Join button for the invite on controller.

What problem does it solve

Users need a way to join Teams meetings from Rooms.

- Customers get invited to external teams meetings with no SIP Join Information.
- Also some customers after acquisition have mandate to also use Teams meetings and need a way to join those internal meetings (which often don't have SIP join information) on their RC Rooms.

Our solution ensures that RC Rooms can join any Teams meeting.

Rollout plan

- Sep 27, 2024: General Availability
- No user action needed to enable this feature

Join Teams Meeting

Easily join Teams meetings from Rooms. Invite RingCentral Room to Teams meeting. Click Join button for the invite on controller.



Confidential



©2024 RingCentral

Feature: Manage audio processing settings from ServiceWeb

What's new

IT admins will now be able to turn on/off audio processing settings like noise suppression level, echo cancellation, automatic volume adjustment, audio equalization for a Room from ServiceWeb.

What problem does it solve

IT admins do not have to be in the meeting room to change these settings when a user complains about an audio issue for which they know that the only option is to change the setting. It also helps remote IT admins to work with local staff onsite to troubleshoot effectively so they don't have to ask if a particular setting is turned on or not as the status is visible on service web.

Rollout plan

- No action is needed to enable this feature

Call Handling



Feature: Call Answered Elsewhere

What's new

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

What problem does it solve

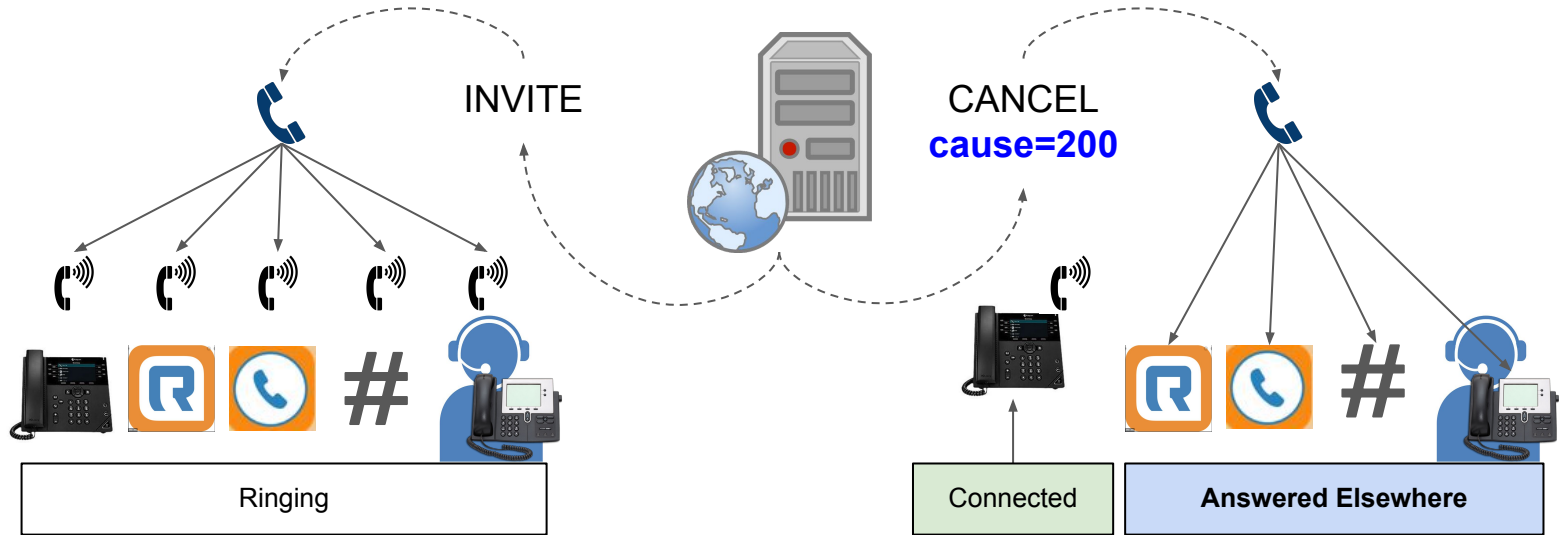
Prior to this enhancement, when someone answered an incoming call that was simultaneously ringing multiple endpoints and coworkers, other persons see a 'Missed' call.

Rollout plan

- 24.3
- All packages with calling capabilities
- No pricing impacts

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

Extension type	Use Case
User extensions	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’
Call queue	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’
Shared line	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’
Delegated line	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



- '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

- Unified App Desktop, Mobile, Web v24.2.30

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

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'

Feature: Improvement for DND related "No ring" issues

What's new

To help user understand the missed calls caused by app and device OS DND status. It is especially easy for users to set a mobile device in the DND mode and forget this will also affect answer behavior on RC App

What problem does it solve

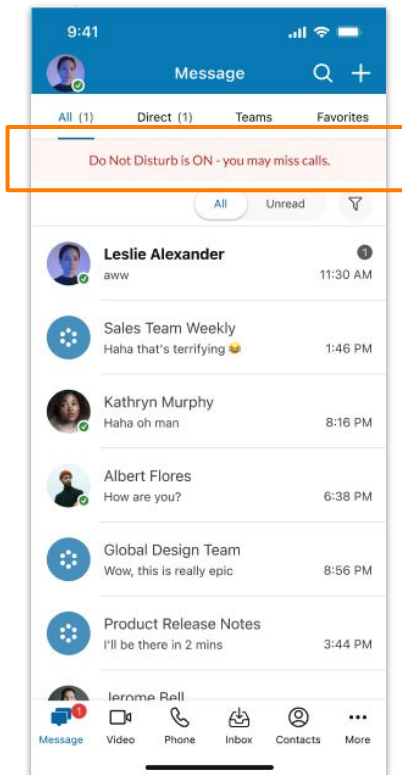
- 1, Customers constantly report no ring / missed call issues. Among the issues, some were found to be related to their DND status (mostly about their device DND status). Device DND status may be related to OS regular focus mode schedule.
- 2, As a user, if a missed call was due to my device DND status, I'd like to see an indicator so I can understand why it happened.
- 3, From RC perspective, helping user understanding DND related missed call will also reduce support & engineer teams effort on troubleshooting issues.

Rollout plan

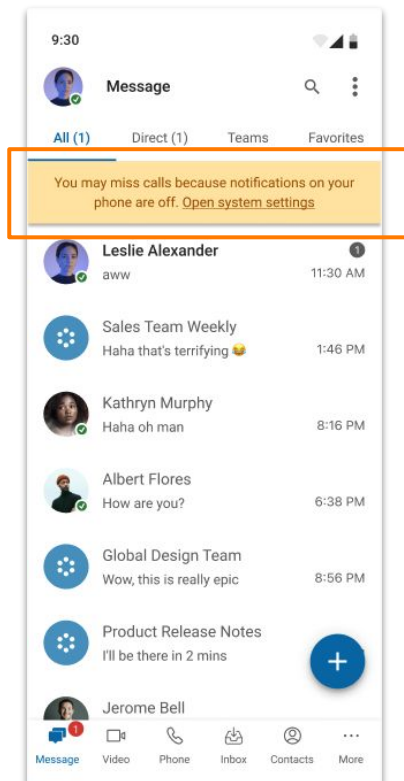
- Use FFS flag, open it to all users, all external & internal users will have access to this feature

Improvement for DND related "No ring" issues

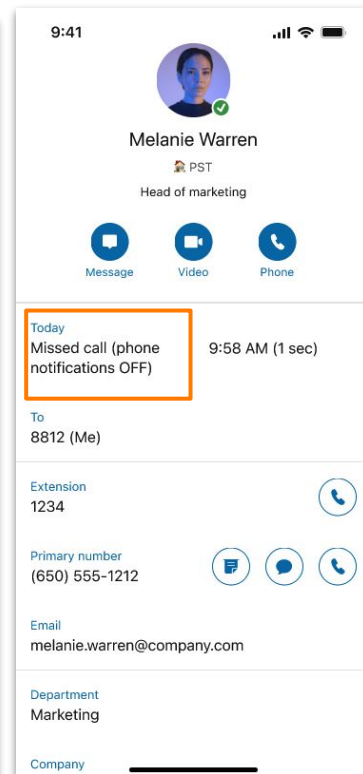
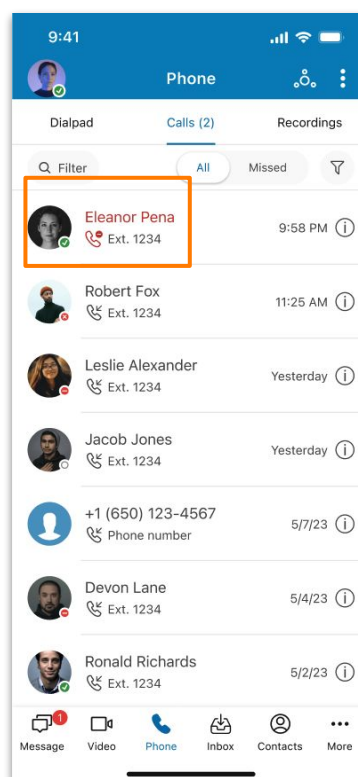
Case 1, when app is on DND, update DND banner copy (iOS + Android)



Case 2, when device OS is on DND, add banner (Android only)



Case 3, for a missed call due to device OS DND, show indicator in call log (iOS + Android)



Feature: *Assign CNAM to specific phone numbers*

What's new

- Today, CNAM can only be assigned to all numbers on a per-Site basis.
- The goal of this feature is to allow customers to set CNAM on a per-number basis.

What problem does it solve

- Contact center customers often have different business identities, so they need the ability to set CNAM on a per number basis. As an Admin, I need the ability to assign CNAM per number, so I can override company/site CNAM.

Rollout plan

- GA for all brands that support USA/Canada numbers
- ~~24.3.2 minor~~ 24.4
- Applies to all packages with calling capabilities
- No pricing impacts

How It Works

Ex:

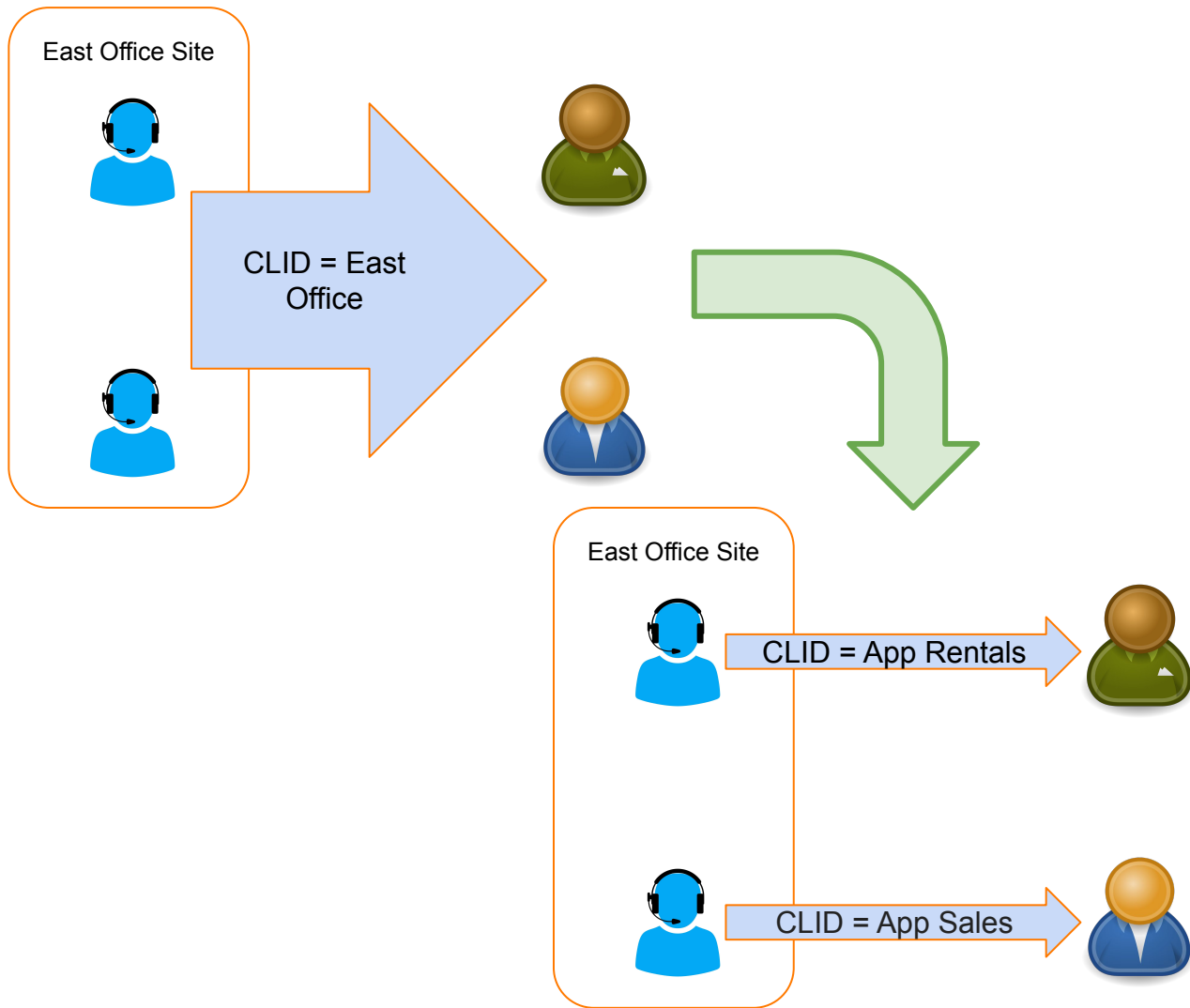
Company Business

- Apartment Rentals
- Apartment Sales

Currently the agents can only use the CLID that is configured at the Site Level

Different Agents at the same Site need to present different CLIDs depending on their function

Now Agents can have Site Level CLID or Custom CLID



Feature: Assign CNAM to specific phone numbers

NEW SETTING TO USE SITE CNAM

In the **MAIN SITE** Caller ID Name section two new settings are available

- Use the Main site caller ID name for Main site phone numbers
- Use the Main site caller ID name for all sites and phone numbers

These options allow the admin to enforce new CNAM enforcement options

The screenshot shows the RingCentral Admin Portal interface. The top navigation bar includes 'Home', 'Users', 'Phone System', 'Reports', 'Billing', and 'More'. The 'Phone System' tab is selected. On the left, a sidebar menu shows 'Company Info' with sub-items: 'Phone Numbers', 'Auto-Receptionist', 'Groups', 'Phones & Devices', and 'Automatic Location Updates'. The main content area is titled 'Company Address', 'Caller ID Name', and 'Directory Assistance'. The 'Caller ID Name' tab is active. It displays a table of phone numbers and their associated sites. The 'Main Site' is highlighted. Below the table, there are two radio button options: 'Use a custom caller ID name' (selected) and 'Use a blank caller ID name. Outgoing calls may be marked as SPAM'. A text input field contains 'TYCO MOTORS'. Below these, there are two checkboxes: 'Use the Main site caller ID name for Main site phone numbers' and 'Use the Main site caller ID name for all sites and phone numbers'. Both checkboxes are highlighted with an orange border. A 'Save and Publish' button is at the bottom right.

Ext.	Site
	Main Site
1231	Boston Office
1552	Denver Office
1234	Edmonton Office
2356	Houston Office
2345	Jefferson Office
3466	Los Angeles Office
3466	New York Office
1223	San Diego Office
2332	San Francisco Office

Set an outgoing caller ID name for phone numbers assigned to the Main site

☒ Use a custom caller ID name

TYCO MOTORS

☐ Use a blank caller ID name. Outgoing calls may be marked as SPAM

☐ Use the **Main site** caller ID name for Main site phone numbers

☐ Use the **Main site** caller ID name for all sites and phone numbers

Save and Publish

Feature: Assign CNAM to specific phone numbers

NEW SETTING TO USE SITE CNAM

When

- Use the Main site caller ID name for Main site phone numbers

AND

- Use the Main site caller ID name for all sites and phone numbers

Are checked

On the Other Sites the selection will
checked and locked

Phone Numbers for all sites will
have the selection checked and
locked

Set an outgoing caller ID name for phone numbers assigned to the Main site

☒ Use a custom caller ID name

TYCO MOTORS

☐ Use a blank caller ID name. Outgoing calls may be marked as SPAM

☒ Use the **Main site** caller ID name for **Main site** phone numbers

☒ Use the **Main site** caller ID name for all sites and phone numbers



Set an outgoing caller ID name for phone numbers assigned to the Boston Office ⓘ

☐ Use the Main site caller ID name

TYCO MOTORS

☐ Use a custom caller ID name

☒ Use the **Boston Office** caller ID name for all **Boston Office** phone numbers



Caller ID Name ⓘ

☐ Use Boston Office caller ID name

TYCO MOTORS

☐ Use a custom caller ID name

Main Site

Other Sites

Phone Numbers

Feature: Assign CNAM to specific phone numbers

NEW SETTING TO USE SITE CNAM

When

- Use the Main site caller ID name for Main site phone numbers

Is checked

Phone Numbers for the main site
will have the selection checked and
locked

Set an outgoing caller ID name for phone numbers assigned to the Main site

☒ Use a custom caller ID name

TYCO MOTORS

☐ Use a blank caller ID name. Outgoing calls may be marked as SPAM

☒ Use the **Main site** caller ID name for **Main site** phone numbers

☐ Use the **Main site** caller ID name for all sites and phone numbers

Main Site



Caller ID Name ⓘ

☒ Use **Main site** caller ID name

TYCO MOTORS

☐ Use a custom caller ID name

Phone Numbers
Of Main Site

Feature: Assign CNAM to specific phone numbers

NEW SETTING TO USE SITE CNAM

In the Caller ID Name section a new setting is available for Other Sites

- Use the “Site Name” of the other site caller ID name for all site phone numbers

The screenshot displays the RingCentral Admin Portal interface. The top navigation bar includes links for Home, Users, Phone System, Reports, Billing, and More. The left sidebar contains a menu with options like Company Info, Phone Numbers, Auto-Receptionist, Groups, Phones & Devices, and Automatic Location Updates. The main content area shows a table of phone numbers and their associated sites. A modal window titled 'Caller ID Name' is open, showing settings for the Boston Office. The modal has tabs for General Info, Address, Caller ID Name, and Directory Assistance. The Caller ID Name tab is active, displaying a form to set an outgoing caller ID name for phone numbers assigned to the Boston Office. The form includes a radio button for 'Use the Main site caller ID name' (selected), a text input field containing 'TYCO MOTORS', and a checkbox for 'Use the Boston Office caller ID name for all Boston Office phone numbers'. A 'Save and Publish' button is at the bottom right of the modal.

Ext.	Site
	Main Site
1231	Boston Office
1552	Denver Office
1234	Edmonton Office
2356	Houston Office
2345	Jefferson Office
3466	Los Angeles Office
3466	New York Office
1223	San Diego Office
2332	San Francisco Office

Search

General Info Address **Caller ID Name** Directory Assistance

Set an outgoing caller ID name for phone numbers assigned to the Boston Office

☒ Use the Main site caller ID name

☐ Use a custom caller ID name

☐ Use the Boston Office caller ID name for all Boston Office phone numbers

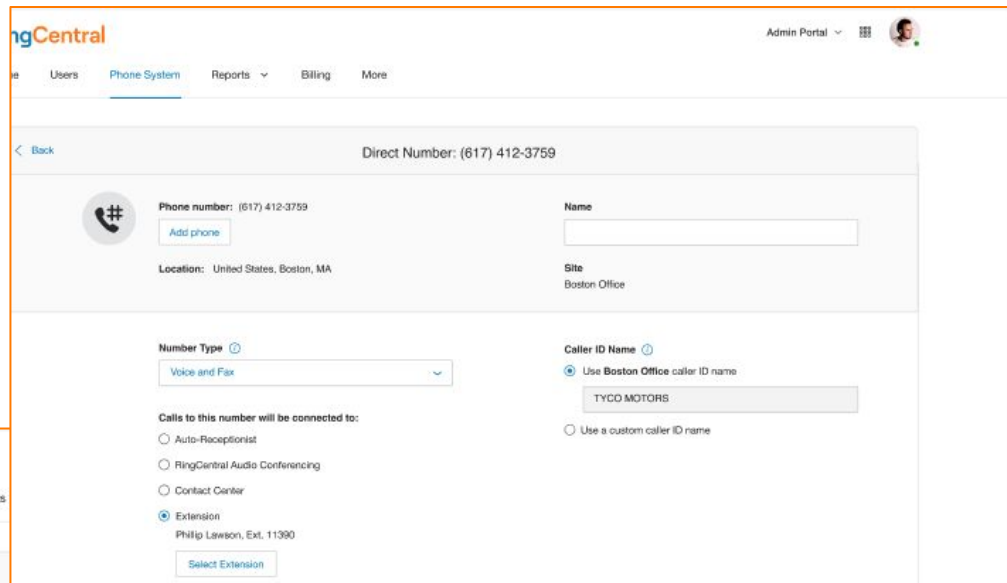
TYCO MOTORS

Save and Publish

Feature: Assign CNAM to specific phone numbers

NEW SETTING TO USE SITE CNAM

In the Phone Number section a new setting is available for Calling ID Name allowing for a Custom CLID to be set per Number



RingCentral Admin Portal

Users Phone System Reports Billing More

< Back Direct Number: (617) 412-3759

Phone number: (617) 412-3759 Add phone

Location: United States, Boston, MA

Name

Site: Boston Office

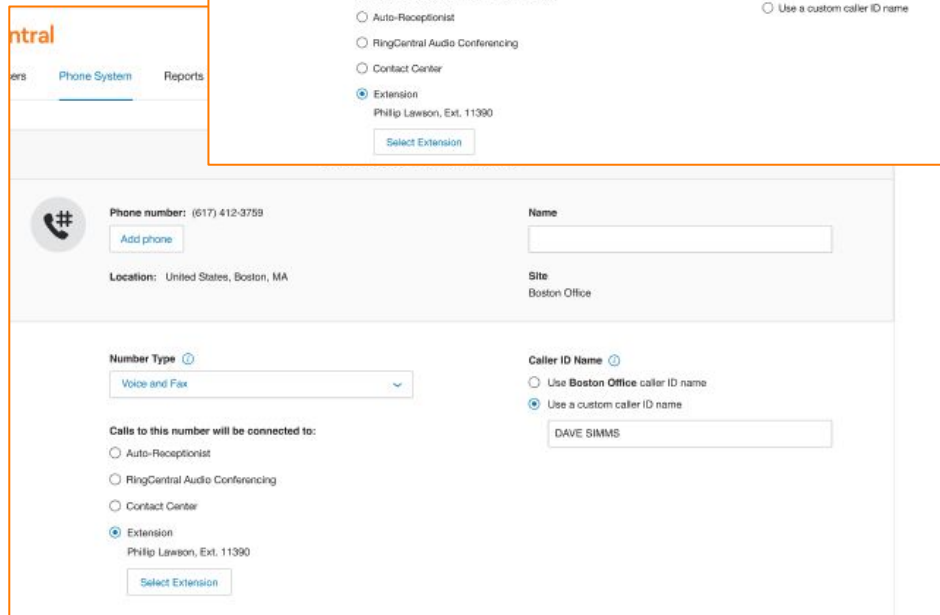
Number Type: Voice and Fax

Caller ID Name: Use Boston Office caller ID name (selected) TYCO MOTORS

Use a custom caller ID name

Calls to this number will be connected to:

- ☐ Auto-Receptionist
- ☐ RingCentral Audio Conferencing
- ☐ Contact Center
- ☒ Extension: Philip Lawson, Ext. 11390 Select Extension



RingCentral Admin Portal

Users Phone System Reports

Phone number: (617) 412-3759 Add phone

Location: United States, Boston, MA

Name

Site: Boston Office

Number Type: Voice and Fax

Caller ID Name: Use a custom caller ID name (selected) DAVE SIMMS

Use Boston Office caller ID name

Calls to this number will be connected to:

- ☐ Auto-Receptionist
- ☐ RingCentral Audio Conferencing
- ☐ Contact Center
- ☒ Extension: Philip Lawson, Ext. 11390 Select Extension

FAQ

Can “Use the Main site caller ID name for all sites and phone numbers” be selected without selecting “Use the Main site caller ID name for Main site phone numbers” ?

- No, selecting “Use the Main site caller ID name for all sites and phone numbers” will enforce “Use the Main site caller ID name for Main site phone numbers”

Integrations



Feature: Presence sync: Enable/Disable service per user

What's new

- Admins can select which users in their organization can be enabled with the presence sync service

What problem does it solve

- Currently, admins can enable/disable presence sync for their whole organization which is causing users who are not using the Teams integration to be affected by it. With this release, customer admins have a choice to enable this feature only for the users of this integration

Rollout plan

- 24.3 GA

Microsoft Teams

Presence Sync: Enable/Disable for selected users

Admins can have a choice of enabling or disabling the presence sync service for selected users or all users based on their need.

Previously, this feature was available at an org-level.

Step 2: Sync presence status

- All users that synced successfully show the same presence status in RingCentral and Microsoft Teams.
Did we miss anyone? Ensure all users use the same email address for signing in to RingCentral and Microsoft Teams. Then try again.

[Sync presence for all users](#)[Sync presence for selected users](#)[Stop presence syncing](#)

8 RingCentral users: 3 synced, 0 failed, 5 Not selected ↻

[All status](#)

Status	RingCentral Name	RingCentral Email	Actions
Not selected	Alex Wilber	AlexW@2dtku.ringcentral.com	Sync
• Synced	Ashley Yang	AshleY@ji89.ringcentral.com	Unsync
• Synced	Sarah Chen	Sarahch@j9yo.ringcentral.com	Unsync
• Synced	Dean Wilber	Deanw@2dtku.ringcentral.com	Unsync
Total: 8			Show: <input type="text" value="10"/> < 1

Feature: Customize Azure AD Contact Sync

What's new

- End users can select which of their Azure AD contacts can be displayed in their Embedded app

What problem does it solve

- Users have lot of contacts in their Azure Active directory that aren't necessarily relevant to them. This was causing slower loading time for contacts and overcrowding of the app with numerous contacts displayed on it, thereby confusing the user.

Rollout plan

- 24.3 GA

Customize Azure AD contact sync

End users can select which of their Azure AD contacts can be displayed in their Embedded app, instead of their entire Active directory which can get overcrowded in their app.

Available customizations are:

1. Personal contacts
2. Global Address List
3. Shared contacts

Microsoft

Microsoft 365 account connection

pratyusha.mudrakarta@rcoffice.ringcentral.com connected

Manage

Manage your Microsoft 365 connections



Microsoft 365

pratyusha.mudrakarta@rcoffice.ringcentral.com

Access personal contacts ⓘ

☐

Access Global Address List ⓘ

☐

Access shared contacts ⓘ

☐

Disconnect

Cancel

Save

Feature: Teams Direct Routing 2.0 - Limited Extensions support

What's new

Customer admins can migrate limited extensions using the Direct Routing migration tool as well as enable direct routing directly for new limited extensions

What problem does it solve

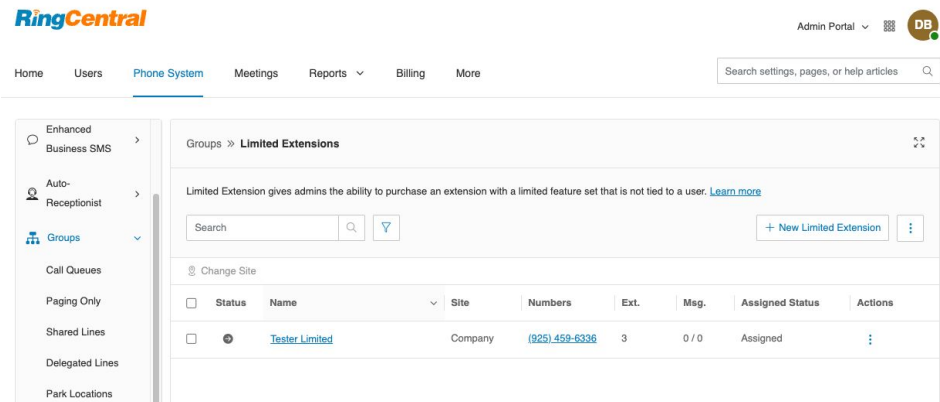
When customers are migrating from Cloud PBx to native direct routing, they can not currently migrate any limited extensions that were enabled with Cloud PBx, causing this to be a migration blocker.

Rollout plan

24.3

Direct Routing: Support Limited extensions

With this release, admins can enable Direct routing 2.0 for limited extensions both from DR 1.0 to 2.0 migration tool as well as from the Limited extensions tab within the RingCentral Admin Portal (ServiceWeb)



The screenshot displays the RingCentral Admin Portal interface. The top navigation bar includes the RingCentral logo, an 'Admin Portal' dropdown, and a user profile icon labeled 'DB'. Below this, a secondary navigation bar contains links for Home, Users, Phone System (which is highlighted), Meetings, Reports, Billing, and More. A search bar on the right of this bar contains the text 'Search settings, pages, or help articles'.

The main content area is titled 'Groups » Limited Extensions'. It features a descriptive text: 'Limited Extension gives admins the ability to purchase an extension with a limited feature set that is not tied to a user. [Learn more](#)'. Below this text is a search bar and a '+ New Limited Extension' button. A 'Change Site' link is also present.

A table lists the existing limited extensions. The table has columns for Status, Name, Site, Numbers, Ext., Msg., Assigned Status, and Actions. One entry is visible:

Status	Name	Site	Numbers	Ext.	Msg.	Assigned Status	Actions
<input type="checkbox"/>	Tester Limited	Company	(925) 458-6336	3	0 / 0	Assigned	⋮

Feature: Teams Direct Routing 2.0 - Select Outbound Caller ID

What's new

End users of Direct Routing can select the outbound Caller ID for their Direct Routing calls from within the RC Admin Portal

What problem does it solve

Certain users of Direct Routing are not comfortable to share their DID as the Caller ID for their external calls and would like to use the main company number instead. This feature will address their pain point

Rollout plan

24.3

Direct Routing: Select Outbound Caller ID

End users of Direct Routing can select the outbound Caller ID for their Direct Routing calls from within their outbound Caller ID settings.

Ext. 5504609

Outbound Calls/Faxes

Notifications

^ Caller ID

[Caller ID restriction settings](#)

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

MS Teams

(704) 550-4609 - Direct Number

Edit

Feature: Teams Embedded App 2.0 - Audit Trail logging for admins

What's new

Admins can view their activities such as installation, uninstallation, first-time deployment etc, performed in the Embedded app admin setup

What problem does it solve

Currently, companies with multiple admins do not have tracking of the activities done for Embedded app deployment. This causes lot of confusion within their organization.

Rollout plan

24.3.10

1. Connection complete event indicating either via OAuth or MS Azure (do not need individual tracking for "Sign in" and "Authorize" actions)
2. Disconnect by Sign Out for OAuth
3. Disconnect from MS Azure
4. Update MS Azure app permission
5. Update OAuth user
6. Install for all
7. Install for the selected user/s
8. Uninstall for user/s
9. Enable Teams mobile mode
10. Disable Teams mobile mode

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Feature: CRM Ringtone Selection and Volume Control

What's new

Users can now select various ringtones within their CRM integration and adjust the volume slider levels.

What problem does it solve

Customers currently complain about the outdated ringtone and volume settings within our CRM integrations. Currently users can not adjust the volume or pick the ringtone for calls taken within the CRM integration. This feature will allow users to select their ringtone and volume level to help alleviate these pains.

Rollout plan

Released to Salesforce, HubSpot, Zendesk CRM integrations

Feature: MMS Messaging in Salesforce Integration

What's new

Provide MMS messaging capabilities in SFDC.

What problem does it solve

Users have complained and requested about the ability to utilize MMS capabilities in their CRM. Salesforce will be the first CRM that utilizes MMS features.

Rollout plan

All users in SFDC will have access to this feature

Hardware



Feature: Firmware update

What's new

Firmware updates for the following models:

- Poly VVX FW 6.4.6 for VVX series
- Yealink 108.86.25.14 for T43U, T46U, and T48U

What problem does it solve

- Firmware upgrade addresses security issues and fixes bugs while adding support for upcoming features.

Rollout plan

- See table on next slide for schedule

Firmware updates schedule

Vendor	Model	Firmware version	Release Notes	Start firmware rollout *	Firmware rollout completed *
Poly	VVX series	6.4.6	6.4.6 release notes	September 2, 2024	September 2, 2024
Yealink	T43U T46U T48U	108.86.25.14		September 2, 2024	September 16, 2024

Feature: Custom Key Layout - Yealink & Poly

What's new

- Support Custom Key Layout for the following phone models
 - Yealink T5W/T33G
 - Poly Edge E500

What problem does it solve

- Provide a custom key layout option for Poly and Yealink users, allowing admins/end users to select which functions/features should appear on which line keys.

Rollout plan

- Available for all brands and all countries for supported phones
- New sign-ups only

Time-to-Dial Update for ATA Devices

What's new

Increase the default Time-to-Dial for ATAs from 3 seconds to 5 seconds.
Device Models updated: Cisco ATA191/192, Poly OBi302 and future ATA device certifications

What problem does it solve

Customers are experiencing too short of a time (3s) between dialing digits on their phone behind an ATA. Increased this to 5 seconds between pressing digits to allow more time for the customer.

Rollout plan

- 24.3 Core
- All Brands, All Packages
- Devices models: Cisco ATA191/192, Poly OBi302 and future ATA device certifications

Thank you.

