



AT&T Office@Hand 25.4 Release Top Features

Q4 2025
RingCentral

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Enhancing Conference - Leave as host

Desktop/Web App

What's new?

Hosts will be able to leave conference calls without ending them.

User admin can allow this setting from within the Admin portal.

What problem does it solve?

Conference organizers no longer have to stay on a call just to keep it running. They can now create a multi-party call and exit, allowing participants to continue the discussion seamlessly.



Validate numbers when sending faxes

Desktop/Web App

What's new?

Users will now be warned about an invalid fax number before sending.

The invalid number will be clearly highlighted and marked as an 'Invalid number' to alert the sender of error.

What problem does it solve?

No more wasted time sending faxes to bad numbers.

The system now checks the number before sending and alerts you immediately, saving you from having to restart the entire fax creation process.

How it Works

1. The invalid number is highlighted
2. The user can't send fax until invalid number is corrected

The screenshot shows a 'New fax' form. At the top, the 'To' field contains two phone numbers: '(650) 781-7406' and '16500817407'. The second number is highlighted in red with a red 'X' icon next to it, and the text 'Invalid phone number.' is displayed below it. The 'Fax from' field shows '(347) 657-0871'. The 'Cover page' is set to 'Classic'. The 'Notes [optional]' section contains the text 'Checking phone numbers'. Below the notes is an 'Attach' button and a file size limit of '50 MB - 379.5 KB'. At the bottom, there is a 'Cancel' button, a 'Send later' button, and a 'Send now' button.

Turn selected text into a link by pasting a URL

Desktop/Web App

What's new?

Auto-convert text to a link by selecting desired text and pasting a URL.

Users can more easily turn any text into a clickable link, saving time and keeping your content neat.

What problem does it solve?

Manually creating hyperlinks is slow and error-prone.

You can now select any text and paste a URL to instantly turn it into a clean, clickable link, making content creation faster.

How it Works

1. Select desired text
2. Paste a URL
3. Text auto-converts to a link

Hi Jerry, please check the marketing plan for the next quarter.



Hi Jerry, please check the marketing plan for the next quarter.



Licenses & Inventory: Purchasing via new Customer Billing Portal

Admin & Core

What's new?

Purchasing licenses for new features is now only done through the Customer Billing Portal.

When administrators go to Licenses & Inventory and click the Purchase button, they will be redirected to the Customer Billing Portal.

What problem does it solve?

All license and inventory purchases, including new types, are now handled in one central location (the Customer Billing Portal) for simplicity.

Desktop phones purchases are not affected by this change.

How it Works

The screenshot illustrates the process of purchasing licenses through the Customer Billing Portal. It shows the 'Licenses & Inventory' page with a sidebar menu containing 'Usage', 'Calling Rates', 'Purchase', and 'Device Orders'. The 'Purchase' button is highlighted. An arrow points from the 'Purchase' button to a 'RingEX Licenses' modal window. This modal shows 'Available: 0' and 'In-use: 1' licenses. A 'Purchase' button is circled in the modal, with an arrow pointing to a 'Purchase' button in the 'Customer Billing Portal' window below. The 'Customer Billing Portal' window shows a search bar, tabs for 'Licenses' and 'Hardware', and a list of licenses. The 'RingEX Licenses' entry is highlighted, showing a price of '\$40.00/month' and a 'Quick buy' button.

Click "Purchase" on Licenses & Inventory page to open a new browser tab with Customer Billing Portal/Purchase

Email alerts and audit logs for new device login

Security

What's new?

Upon successful login from a new device, users will be alerted via email.

Email notifications will include details such as time, geolocation, IP address, device and application used.

Additionally, an audit log is generated in a downloadable .csv file.

What problem does it solve?

Security risks from unauthorized access are a serious concern.

Audit logs and email notifications will help you be vigilant about suspicious logins, quickly spot and investigate suspicious activity, and take corrective actions quickly



Voicemail Enhancements for Embedded App

Global, Partner Specific Integrations

What's new?

Record, send, reply to, and forward voicemail messages directly from the Embedded App.

Using Embedded app, users can record and send, reply to, and forward voicemail messages (with or without an introduction)

What problem does it solve?

Now, you can perform all key voicemail actions (record, send, reply, and forward) directly within the Embedded App, streamlining your daily workflow.



Simultaneous Ring Overflow Call Queues

Call Handling

What's new?

Overflow call queues are now supported with Simultaneous call distribution.

The Overflow call queue feature allows available agents from other queues to answer calls from other, busier call queues.

What problem does it solve?

When call queues get overwhelmed, customers face long wait times.

You can now automatically route overflow calls to up to 3 Overflow Call Queues, ensuring calls are answered faster by agents who are free.

When all members click Ignore call, are busy or unavailable

Wait for Primary and Overflow Members

Number of rings before trying next group

4 rings / 20 seconds

Overflow Group

Select call queues (3 maximum)

Search

Select	Order	Status	Name	Site	Ext.
☒	1	➡	Denver Office	Company	111021
☒	2	➡	Group Sales	Company	111042
☒	3	✔	Main Call Queue ...	Company	111069
☐	N/A	➡	NC Office	Company	111020
☐	N/A	✔	Sales	Company	111036

Set the number of rings before members in the next overflow group are attempted.

Available Overflow members will be selected based on Order.

You can ring up to 50 available members with each call.

When the total number of Primary and Overflow group members is greater than 50, available members will be randomly selected.

When a Member is Busy, in After Call Work, or whose status is set to Do Not Disturb, they are skipped.

Cisco ATA 191 & 192 - MUD Configuration and Merchandising

Contact Center

What's
new?

What
problem
does it
solve?

Multi-User Configuration and Merchandising are now supported for Cisco ATA 191 and 192

This dashboard highlights key KPIs such as Total Inbound Interactions, Queue Answered and Missed volumes, Transfer Rates, and distributions.

Previously, customers using Cisco ATA 191 & 192 devices couldn't use all available ports because the devices were provisioned in single user mode only.

We now support multi-user configuration, allowing customers to fully utilize the device's multi-port capacity.



Cisco ATA 191



Cisco ATA 192



Improved support for desk phones for O@HCC calls

Contact Center

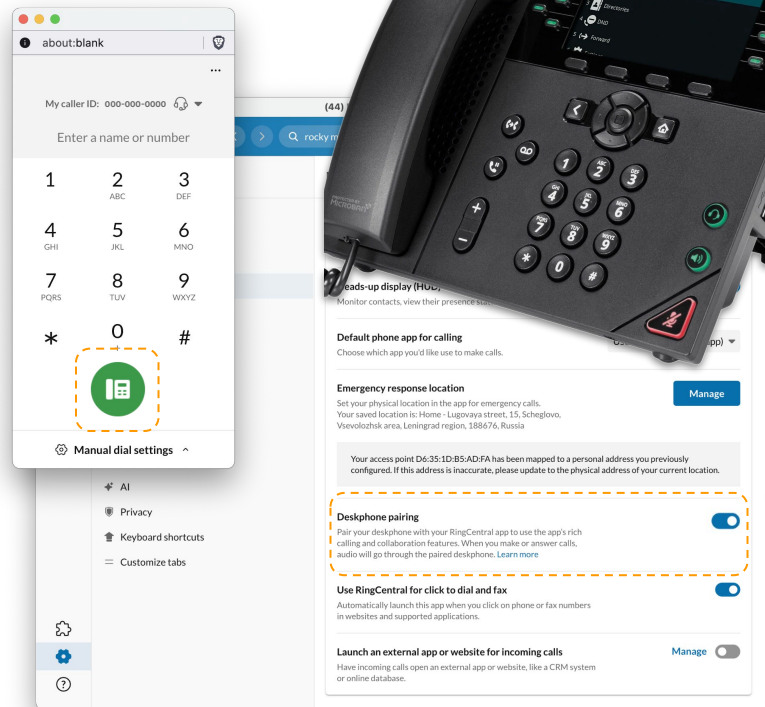
What's new?

What problem does it solve?

O@HCC integrates seamlessly with your desk phones via Desk Phone Pairing (DPP) mode in the O@H application.

This integration provides call controls (answer, reject, mute, or transfer) in the app and media going through the device

Agents can now use their desk phone to handle customer calls while keeping call controls (like answer, mute, and transfer) easily accessible within the application.



Sound notification for O@H Contact Center calls while on DND

Contact Center

What's new?

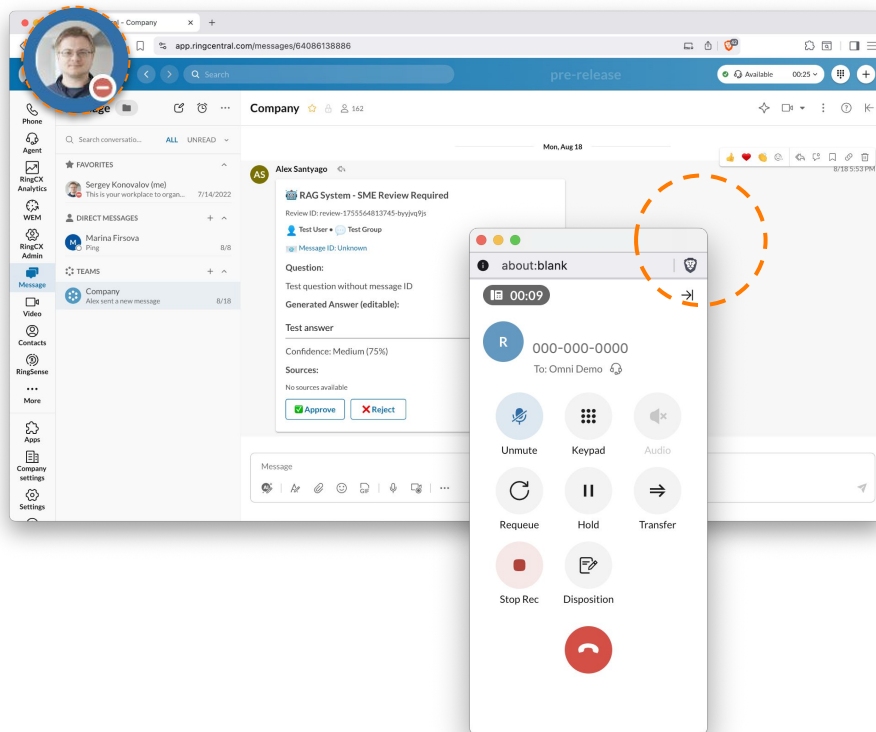
What problem does it solve?

This update will allow DND status to be overridden specifically for O@HCC calls

Agents will still receive audio notifications for O@HCC calls – even when DND is on for O@H.

Some agents prefer to set their O@H status to Do Not Disturb (DND) to avoid disruptions. Previously, this would suppress ALL incoming call notifications.

Now, DND can be overridden only for O@HCC calls, guaranteeing agents hear and answer essential customer interactions.



Inbound Interactions Volume dashboard

Contact Center

What's new?

What problem does it solve?

O@HCC now provides a clear and actionable view of inbound performance across queues and agent groups.

This dashboard highlights key KPIs such as Total Inbound Interactions, Queue Answered and Missed volumes, Transfer Rates, and distributions.

With trend charts and breakdowns by Product Group, Agent Group, and time of day, This new dashboard provides vital metrics to help leaders easily monitor service levels, identify performance gaps, and optimize staffing strategies to improve the customer experience.

