

AT&T Office@HandSM AI tools

AI built into your phone system to power productivity



AT&T Office@Hand AI Assistant

Experience the competitive edge with your all-in-one productivity partner. Designed to maintain efficiency, this solution simplifies communication through real-time insights and automation—keeping your team ahead of the curve.

- Instant on-screen closed captions for spoken dialogue
- Transcribes speech to searchable text during calls
- Automatically captures decisions and action items
- Improves accuracy of key insights and reduces errors
- Included with the service
- Business-grade reliability—Built on the AT&T advanced phone system



AT&T Office@Hand AI Receptionist

Your always-on, intelligent front desk is built natively into your business's call center. Ensuring every call is answered, every customer is served, and every opportunity is captured—without the need for extra staff or complex setup.

- 24/7 AI-powered call handling with natural language understanding
- Human-like conversations and intelligent call routing
- Customizable AI personas
- Integrates with Salesforce, Zendesk, and 300+ apps
- Reduces employee workload by automating routine tasks
- Optimizes operations using call analytics and insights
- No third-party apps required for installation



AT&T Office@Hand Conversational Insights

This AI-powered solution transcribes, summarizes, and securely stores your customer interactions, helping you improve productivity and drive sales. Access actionable insights and advanced filters to strengthen your managerial oversight and elevate your team's performance.

- Provides insights on keywords, objections, and competitor mentions
- Filterable reporting features
- AI-powered coaching for improved customer service
- Updates information in your customer relationship management (CRM) tools automatically
- Automates customer satisfaction scoring
- Easily integrates with Office@Hand; no additional setup required



AT&T Office@Hand

AT&T Office@Hand provides a cloud communications platform that unifies voice, messaging, and conferencing to enhance team collaboration across locations. Its AI tools: Assistant, Receptionist, and Conversational Insights, are always on. They ensure every call is answered and help teams stay efficient, competitive, and ahead of the customer service curve. Experience enhanced security, superior call quality, native dialing, and easy billing—backed by robust multi-layered support.

Top quality service from two industry leaders: Seamlessly integrates nearly 150 years of AT&T telecom expertise with RingCentral's leadership in unified communications to deliver top-tier services

Increased security: Follows AT&T security protocols for one less point of risk

Improved call quality: Prioritizing voice traffic on the AT&T private fiber network all the way to the Public Switch Telephone Network (PSTN) enables clear and reliable connections

Multiple layers of customer care: AT&T Customer Care, RingCentral Global Service Provider (GSP) support, and the designated AT&T Sales Team

One solution, one provider: Receive one invoice for all AT&T solutions

The optimal solution to transform your business communications

Why AT&T Business for Voice and Collaboration

Whether your team works on a different floor, across the country, or around the globe, distance doesn't matter. They can collaborate as if sitting in the same room. Let our experts work with you to solve your voice and collaboration challenges and accelerate outcomes. Your business deserves the AT&T Business difference—a new standard for networking.

Ready to get started? Contact your AT&T Business expert.