



AT&T Office@Hand

Work from anywhere with a single UCaaS solution

Features

- AI-powered productivity: Automate workflows with near real-time meeting transcriptions. AI-generated summaries, and prioritized action items.
- Integrates with over 300 leading business applications, including Microsoft® Teams, Google Drive™, Box, and Dropbox™.
- Cloud PBX: Robust call controls and routing with instant moves, adds, and changes.
- Team Collaboration: Create teams to share files, calendars, and tasks.
- Mobile-friendly: Full-featured calling, video, messaging admin, and analytics.
- More immersive and satisfying voice experience when paired with AT&T fiber connectivity.

Benefits

- Be more efficient and productive. Spend less time managing communications and more time serving customers.
- Work from anywhere on your preferred device: smartphone, tablet, or desktop IP phone.
- Reduce expenses with one low monthly fee, simple administration, and limited hardware purchase.
- Simplify your digital transformation and empower your business to scale faster.

Unify all business communications in one reliable AI-powered application, synchronized across all your devices

Move seamlessly between devices and applications

AT&T Office@Hand is a highly secure, cost-effective, cloud-based service that unifies your voice and collaboration tools. As a Unified Communications as a Service (UCaaS) solution it combines voice, fax, SMS messaging, audio, and video conferencing into a single solution that's simple to set up and easy to use. You'll spend less time switching between applications and more time being productive with collaboration tools that include file sharing, whiteboarding, event or task creation, and integrations with top business applications.

Evolve to a future-ready solution

With a cloud-based unified communications solution you can easily scale and connect employees wherever they are, so they can work from home, office, or on the road. There's no complicated setup or expensive hardware to buy. You'll simplify administration with a single, predictable bill and one app for all your AT&T Office@Hand services.

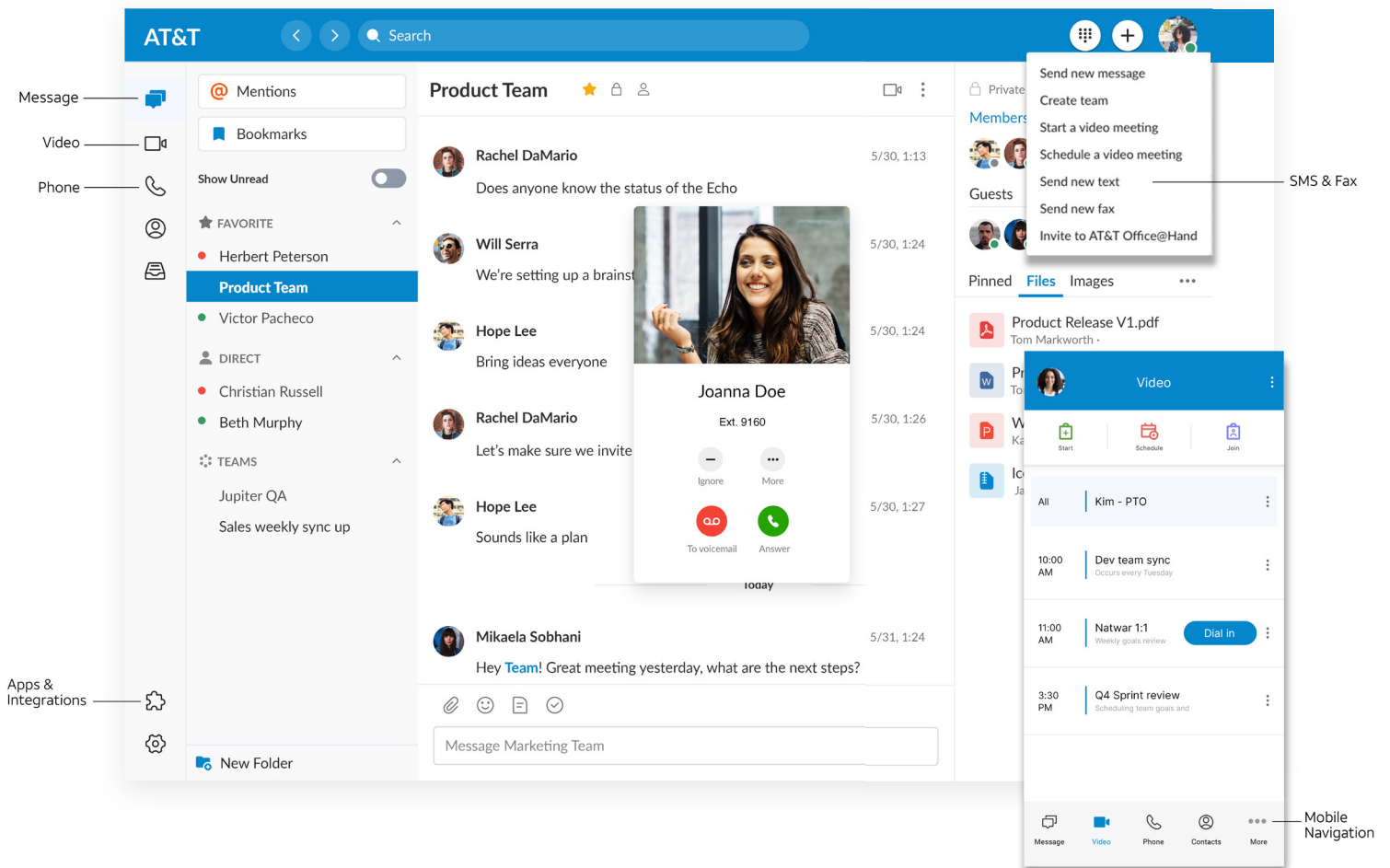
Improve customer and employee satisfaction while seamlessly integrating cloud workflows. With AT&T Office@Hand, you'll upgrade your business communication capabilities and unlock new levels of productivity and efficiency.

Elevate your business communications

AT&T Office@Hand helps employees across your organization to project a professional calling solution with enterprise-grade calling features like auto attendant, multiple extensions, dial-by-name directory, voicemail, on-hold music, toll-free numbers, conferencing, and more.

With advanced call handling and Shared Lines, customers can connect to the right person the first time for sales assistance, customer service, or technical support. With advanced call handling all you need to get started with AT&T Office@Hand is an internet connection. AT&T Office@Hand works across your preferred devices such as connected computers, smartphones, tablets and desk phones—the choice is yours.

Plus, company and personal settings are easy to manage across your devices. Control is at hand any time of day.



Streamlined integration. Seamless collaboration. Simplified service.
That's AT&T Office@Hand.

Features for any size business

AT&T Office@Hand offers two packages based on your business needs.

Included features	Standard	Premium
Advanced business phone system (cloud PBX)	•	•
High-definition (HD) voice; AI noise cancellation ¹	•	•
Advanced call handling: mute, unmute, transfer, record, forward, park (private or public)	•	•
Call monitoring & automatic call recording	•	•
Multi-level auto attendant and Interactive Voice Response (IVR)	•	•
Unlimited eFaxing	•	•
SMS, Business SMS, Group SMS, International SMS	•	•
HD multi-point video conferencing	•	•
Maximum meeting participants	100	200
Video recording cloud storage	10 hours/user	100 hours/user
7 layers of enterprise-grade security	•	•
Single Sign-On (SSO) support	•	•
End-to-end encryption support for meetings	•	•
Salesforce®, Google, Zendesk integration, Microsoft® Office 365™ integration, and more	•	•
AT&T Office@Hand analytics portal	•	•
Device analytics and alerts		•
Unlimited storage for files, messaging, and recordings		•

Fully integrated messaging, video, and phone

AT&T Office@Hand offers local phone numbers, toll-free numbers, and fax numbers to match your business needs.

Features such as user extensions, business SMS, dial-by-name directory, and customizable greetings make it easy for customers to reach the right person every time, even if offices and employees are geographically dispersed.

¹Supported devices only

Build, grow, and connect teams from anywhere with seamless video meetings. Each AT&T Office@Hand user receives their own conference room with host and participant access codes, enabling everyone to host and connect in unlimited conferences from any device. Hop from a voice call to a video call seamlessly. Share screens, transcribe calls, and more with AT&T Office@Hand video meetings.



Admin, analytics, and Call Center capabilities

The admin portal allows for even greater control over the application. AT&T Office@Hand administrators can edit access controls, data retention, and file-sharing policies. They can also set up call queues or call forwarding, manage users and groups, and set up call recording and Interactive Voice Response (IVR) menus.

AT&T Office@Hand also provides robust and detailed analytics to help inform business decisions. Analyze usage and see call trends to ensure adequate staff, review Quality of Service reports to understand the health of the phone system, and monitor call quality to find the root cause of any call issue.

With AT&T Office@Hand Call Center capabilities, you can access near-real-time analytics to help improve the customer experience and manage the team responsible for customer interactions.

Top features and functions

AT&T Office@Hand AI Receptionist

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

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.

Advanced calling features

During a live phone call, take advantage of phone capabilities like call park, call flip, hold, transfer, mute, unmute, and record. Call monitoring makes training and coaching employees easier than ever. Supervisors can listen to active calls, then join, take over, or even instruct in a whisper tone.

Automatic Call Recording

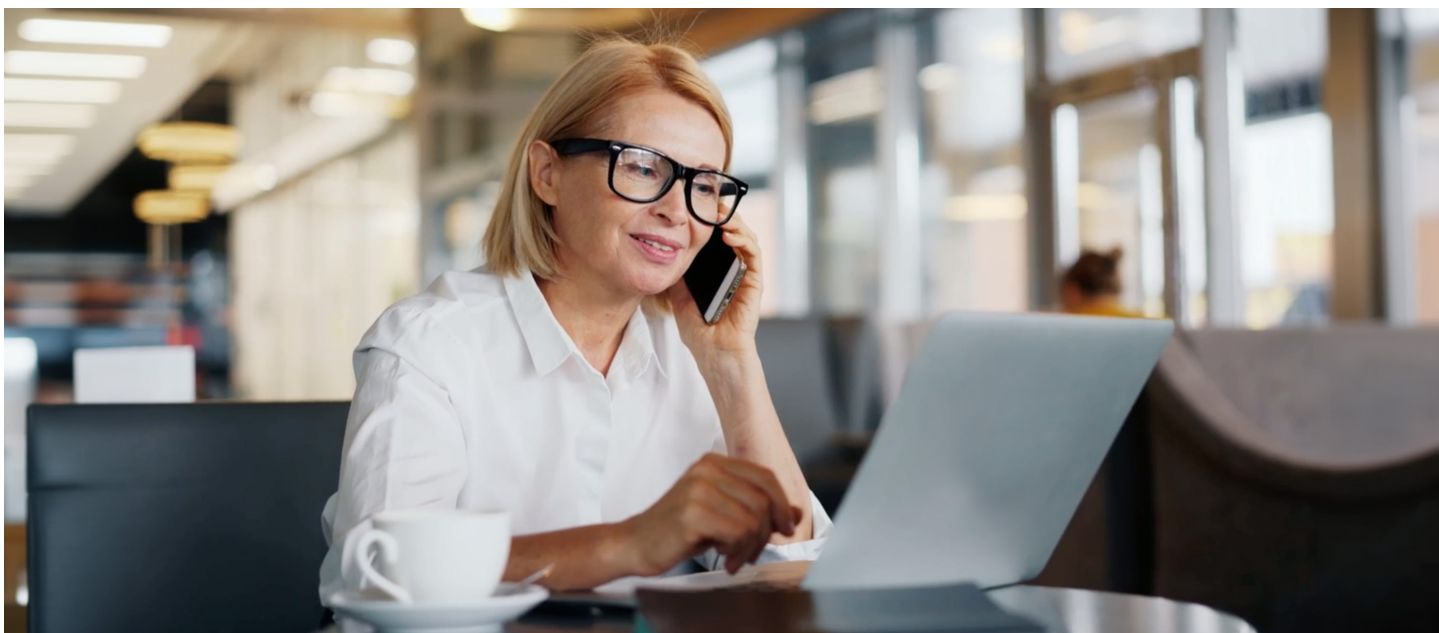
Automatic Call Recording allows administrators to automatically record inbound and outbound calls. Recorded calls are stored in the cloud and available for download and playback for up to 90 days.

Desktop IP phones

Our optional desktop IP phones, conference phones, and related accessories come pre-configured. Use an existing broadband service and router to be up and running in minutes.

Cloud faxing

The AT&T Office@Hand app can be used as an online fax machine to send, receive, and manage faxes securely using any computer, tablet, or smartphone. No hardware is required.



A world of integrations

With more than 300 integrations available, AT&T Office@Hand puts an end to app switching, making employees more productive. Integrate with Google, Microsoft, Salesforce, and many more applications.

Microsoft Teams

Optimize your investment with Microsoft 365 while using Microsoft Teams for messaging and video with the AT&T Office@Hand advanced cloud phone system. AT&T Office@Hand provides flexibility and capabilities that complement Teams and enhance the Teams' calling experience.

Enhanced Business SMS

There is no need to keep track of multiple numbers. Employees have one number for voice, fax, and text messaging with customers, colleagues, and departments. Conversations flow seamlessly between the desktop and mobile app.

Visual voicemail

Check voicemail messages without making a phone call. Instead, get a voicemail transcript that lets users easily save, forward, and delete voicemail messages.

Push-to-Talk

AT&T Office@Hand Push-to-Talk provides instant, clear, and secure voice communication for teams at the push of a button, turning a smartphone into a walkie-talkie—without the bulky device.

Task, event, and file management

Tasks is a built-in productivity tool that helps teams keep track of work activities. See details of tasks assigned to employees, view and manage events (including their details), view all the files shared across different message groups you are part of, and view shared calendars.

International calling

Connect with customers and team members worldwide with AT&T Office@Hand international calling capabilities.

Vanity, True Toll-Free, or extra fax and local numbers²

Customize how customers reach your business with optional add-on numbers. Develop a local or national presence in the markets important to you, or select a vanity number to best represent your business identity.

Support, how and when you need it

The Support Team is here to help with service-related issues from submission to resolution. Add AT&T Partner Extended Support for enhanced services (available at an additional fee).

²Excludes one-time set up fee for True Toll-Free or Vanity numbers.

Getting started

What you'll need

Whichever AT&T Office@Hand package you choose, there are only a few service and system requirements for using the application to deliver its best performance.

- High-speed internet service with enough bandwidth and connection quality to provide IP phone and data communications to your users. The Broadband Capacity and Connection Quality Test tools can confirm whether you have sufficient bandwidth to handle your estimated voice traffic.
- A router with Quality of Service (QoS) capability. This ensures the quality of voice communications by prioritizing your IP phone calls over other network traffic, especially in times of high usage.
- Access to all phone system functions and the ability to manage them from compatible iOS® and Android™ devices or online from web-connected devices.³

We'll work with you to ensure everything is in place and get you started using AT&T Office@Hand. Your employees can download our free app or login online and begin using the service.

Specialized implementation support

Once your order is placed, an implementation coordinator will contact you within 48 business hours to get you set up and trained.

Native dialing and 5G capabilities with AT&T Office@Hand Wireless

Add access to [AT&T Office@Hand Wireless](#) for an additional fee and you can make and receive mobile calls, check voicemail, and access routing features directly from your smartphone with no disruption to your normal workflows. Your single AT&T Office@Hand phone number works across all devices.

AT&T Office@Hand lets you work seamlessly across devices in the office or on the go.

Why AT&T Business?

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.

Contact your AT&T Business expert or learn more on our website: att.com/office-at-hand

³Web sharing is not currently available with Android™ devices.

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