Extend fixed phone features to your mobile device

Like most businesses, you probably have employees on the go. However, an increase in freedom can bring new obstacles.

How does your mobile workforce manage multiple voicemail accounts? When you or your employees call, how do your customers know it’s your company? With the expectation that businesses are available almost anytime and anywhere, how do you as a business owner or IT manager provide a consistent user experience across the enterprise?

Give your high-definition voice business smartphone users all the tools they need when connected to the AT&T VoLTE network. With AT&T Collaborate - Enhanced Mobile, employees will have the freedom to connect from their mobile phone with customers using business voice features that are traditionally available on office or business desk phones.

You can improve your mobile communications with customers and collaborators through features such as an auto-attendant, company directory, call logs, call settings and voicemail.

Potential Benefits

• Manage calls on your mobile device with an array of call handling features to meet your business needs
• Improve availability and customer satisfaction while enjoying the peace of mind of knowing your calls are handled the way you want
• Manage costs by scaling the user population as needed

Features

• Auto-attendant – Automatically route calls to select employees
• Extension dialing – Connect to your employees even faster
• Simultaneous ring – Rings several different phones at once. Take (or do not take) calls when you are away from your desk
• Caller ID – Have your business name appear on the Caller ID for all of your users
• Reporting – Retrieve detailed reports via your admin portal
Get moving. When you're on the go, you have everything at your fingertips to make calls quickly and easily with the green button on your phone.

Scales easily. With the ability to access a host of features, it's easy to add or change services based on your needs. Rapidly modify the size and scope of your subscribers by removing or adding users as needed.

Improve productivity. You can update profiles and settings from your phone with a service management app. This flexibility helps position you to react to seasonal needs or spikes in your business.

Terms and Conditions

Important Information: AT&T Collaborate - Enhanced Mobile is available only to business customers with a qualified AT&T wireless service agreement (Business Agreement) and only for their Corporate Responsibility User (CRU) lines of service. Service is subject to the terms of the Business Agreement. Provides VoLTE-enabled CRUs with business voice features via an always-on, native-based dialing experience, eliminating the need to download and launch a separate app. Coverage: AT&T Collaborate-Enhanced Mobile is available only in the United States and primarily for use in the United States. CRUs’ ability to use AT&T Collaborate-Enhanced Mobile requires the CRU to be connected to the AT&T VoLTE network. Although use of AT&T Collaborate-Enhanced Mobile is intended for domestic use, AT&T Collaborate—Enhanced Mobile can be accessed in certain areas of some international countries by CRUs who are roaming in areas served by carriers that have made arrangements with AT&T to provide VoLTE services to AT&T's subscribers. For a list of countries where AT&T Collaborate—Enhanced Mobile may be available, see https://www.att.com/shop/wireless/international/global-countries.html#i. AT&T’s International long distance charges will apply. Billing/Pricing: Once added to the line of a VoLTE-enabled CRU, AT&T Collaborate - Enhanced Mobile charges will begin on the subsequent billing cycle for Customer’s account. The monthly charge for AT&T Collaborate - Enhanced Mobile will appear as a separate line item on each applicable CRU line. This charge is prorated for installations and deactivations that occur in the middle of a billing cycle. Pricing information for AT&T Collaborate-Enhanced Mobile is available from your AT&T Account Representative and/or applicable Sales Information. Web Portal: Customer’s TCM can manage user profiles, assign telephone numbers and features to CRUs, reset passwords, create company directories, create groups and billing codes and view reports and other administration function through the Web Portal. Not all web browsers may support the use of the AT&T Collaborate - Enhanced Mobile Web Portal. Customers should consult an AT&T representative to determine the compatibility of their browser software with the web portal. Enhanced Mobile Management App: Once Customer’s TCM adds AT&T Collaborate—Enhanced Mobile on the line of a CRU, he or she will be able to download and use the AT&T Collaborate—Enhanced Mobile App. The AT&T Collaborate-Enhanced Mobile App allows CRUs to view and manage certain features, such as a company directory, call logs, call settings and voicemail. The AT&T Collaborate—Enhanced Mobile App is compatible with the Android® and iOS® operating systems. Disclaimers: AT&T Collaborate — Enhanced Mobile may not be used on CRU lines provisioned with AT&T prepaid service, AT&T OfficeDirect, AT&T Number Synch, and AT&T Mobile Call Recording. AT&T reserves the right to terminate the Auto Attendant feature if AT&T determines in its sole discretion that Customer’s Content may adversely affect AT&T’s public image or damage AT&T’s reputation or goodwill. Customer represents and warrants that (1) it holds all rights necessary to use the Content in connection with the Services provided under this Service Guide, and (2) its Content will at all times comply in full with any and all requirements of federal, state and local laws and regulations. All right, title and interest in and to any Content shall remain the property of Customer. Customer further agrees to indemnify and hold AT&T harmless for any failure to satisfy any of the terms of this section. For custom announcements used with AT&T Collaborate - Enhanced Mobile, AT&T is not responsible for any content Customer transmits, stores, records or plays using the feature. The Customer content shall not violate the AT&T Acceptable Use Policy or the intellectual property rights of AT&T or any third party. Customer Service: AT&T will provide customer support for AT&T Collaborate—Enhanced Mobile on a 12 x 7 (9:00 a.m. to 9:00 p.m. Central Time) basis through the AT&T Solutions Customer Service Helpdesk (ASCS) which can be reached at 866-563-4703. AT&T will also provide 24 x 7 customer support through AT&T Mobility Care (611 on mobile devices). AT&T will provide training and assistance at no charge to Customer’s TCM on the use of AT&T Collaborate—Enhanced Mobile and the Web Portal for the first thirty (30) days after the service is provisioned. Thereafter, AT&T will provide such training and assistance for an hourly charge on terms and conditions established in writing by AT&T and Customer.

Why AT&T

• Dedicated AT&T resources supporting our customers during and after a service launch
• Increase quality of service when using the AT&T network
• AT&T is a trusted vendor in security and mobile communications solutions.

To find out more about how each of these features can improve your business’s mobile communications, call: 888-225-8785.

© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo and other marks are trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks contained herein are the property of their respective owners. The information contained herein is not an offer, commitment, representation or warranty by AT&T and is subject to change. | 10536-080317