Unify messaging, video, and phone capabilities in the cloud.

Now you can quickly and easily extend enterprise-grade voice, fax, messaging and conferencing services to your mobile and branch office employees, without a costly phone system to buy, install and maintain.

AT&T Office@Hand is a highly secure, cost-effective, cloud-based IP business communication service that frees up capital while allowing employees to work virtually anywhere, connect near-seamlessly on almost any device, and collaborate more effectively. One number provides each employee all of their business voice, fax, and text messaging so workers can be more productive, whether they're in the office, in the field, or simply on the go.

Potential benefits

- **Improve customer satisfaction –** just one number connects customers with the right person

- **Increase efficiency –** easy-to-use phone, fax, messaging and conferencing system lets you spend more time serving customers, not managing communications

- **Increase mobile productivity and collaboration –** employees can work nearly anywhere on the devices they prefer: smartphone, tablet, softphone, or desktop IP phone

- **Realize real-time savings –** single, low monthly fee, simplified administration, and limited hardware expense

- **Affordable and predictable –** no user setup fees to pay, no software to maintain and no complex hardware to install

- **Simple setup and instant activation –** from select web-connected devices and the web

AT&T Voice and Collaboration
AT&T Office@Hand

AT&T Business

AT&T Office@Hand lets every employee, work group, or department project the same communication image as headquarters, with professional calling features such as auto attendant, multiple extensions, dial-by-name directory, voicemail, on-hold music, toll-free numbers, conferencing and more.

And with advanced call handling and shared lines, customers can call in and connect to the right employee the first time for sales assistance, customer service or technical support.

You get all of this capability for one affordable monthly fee. There's no complicated setup or expensive hardware to buy. All you need to get started is a high-speed Internet connection or private network connection, a compatible router, and at least one AT&T mobile telephone number for service billing. AT&T Office@Hand works on a wide selection of devices over a variety of connections, so employees can be connected via broadband, cellular, and Wi-Fi. Use any of the Plug & Ring® ready desktop IP phones and the AT&T Office@Hand desktop app or an existing mobile or fixed line desk phone – the choice is yours! Plus, company or personal settings are easily managed with a smartphone or web-connected computer or tablet device, so control is at hand as your business needs change, any time of day.

The new Office@Hand app
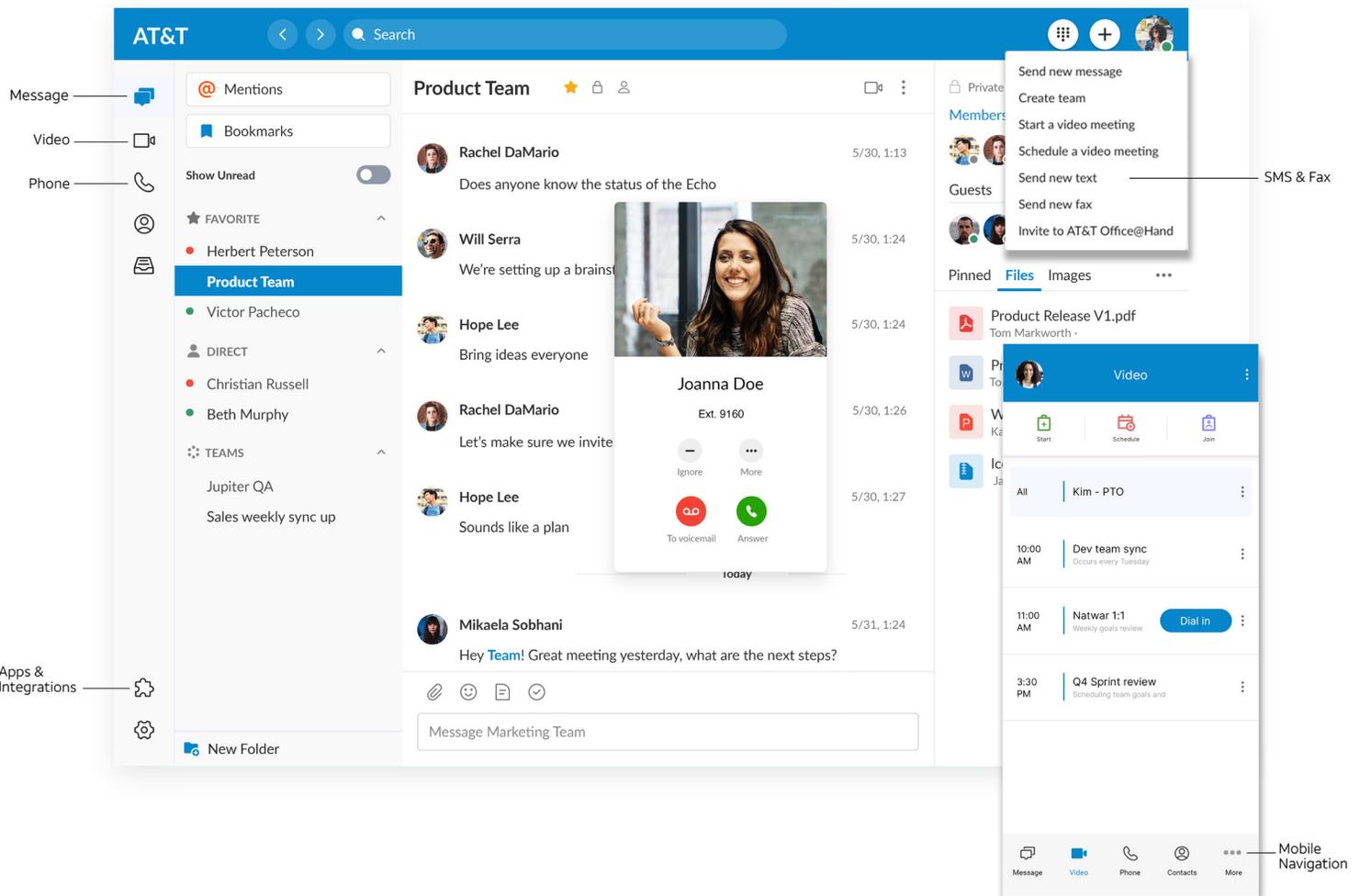
AT&T Office@Hand offers three packages– Standard, Premium and Enterprise – allowing you to select the product that fits your business today and easily upgrade as your needs change.

Included features	Standard	Premium	Enterprise
Voice calling and hosted phone system management	X	X	X
Access, manage, and use on smartphones and tablets	X	X	X
Virtually unlimited Internet faxes and local/long distance calls	X	X	X
Toll-free minutes[1]	1,000 min/mo per account	2,500 min/mo per account	10,000 min/mo per account
Unlimited conferencing and Business SMS	X	X	X
Microsoft® Outlook® email notifications; Google Drive™ online storage service, Box from AT&T, and Dropbox integration	X	X	X
Shared Lines	X	X	X
Multi-level Interactive Voice Response (IVR)	X	X	X
HD multi-point video conferencing	Up to 100 participants per conference	Up to 200 participants per conference	Up to 200 participants per conference
Salesforce® integration		X	X
Google integration	X	X	X
Zendesk® integration		X	X
Microsoft® Office 365™ integration	X	X	X
Automatic call recording		X	X
Call monitoring		X	X
AT&T Office@Hand analytics portal	X	X	X

*Can purchase up to 100 additional licenses

Fully integrated phone, fax and messaging, in one easy-to-use cloud-based service

With AT&T Office@Hand, you get two company numbers for your business: a local main number or a toll-free number. You also get a local number for faxes. Features such as user extensions, business SMS, dial-by-name directory, and customizable greetings make it easy for customers to reach the right employee every time even if your business, offices, or workers are dispersed geographically or remotely.

Extensions and 'all in one' numbers

You can give each employee their own unique extension and direct-dial number for voice, fax, and text messaging. Create and assign employees to one or more group extensions to provide one more way for callers to reach the right person. Plus, users can create their own customizable rules for handling their own calls. For

maximum productivity and flexibility, employees can forward calls to up to 4 phone numbers of their choice – for example, mobile, office, or home phone numbers – and have them ring sequentially or simultaneously.

Desktop IP phones

Our optional Plug & Ring® ready Poly, Yealink, or Cisco desktop IP phones, conference phones, and related accessories come pre-configured to your account. And you can use your existing broadband service and router to be up and running in minutes.

Internet fax and CloudFax™

Send and receive faxes on your select smartphone[1] from the AT&T Office@Hand portal or your email. With CloudFax, you can fax documents directly from cloud storage apps – including Box from AT&T, Google Drive™ online storage service, and Dropbox.

Business SMS

Employees can send and receive texts to and from customers, colleagues and departments using their AT&T Office@Hand business number. It is true single number reach for phone, fax, and text.

Enhanced voicemail

Separate business from personal calls with ease. Visual voicemail, included for all extensions and users, provides instant notification when you receive a message. Listen to, save, forward, or delete messages from a list stored in a separate area on your compatible iOS® and Android™ devices1 and online.

International calling[1]

Optional calling credit plans in auto refillable increments enable international calling so you can maintain contact with customers and team members virtually anywhere in the world.

Voice conferencing[2]

Each user on your AT&T Office@Hand phone system gets their own conference bridge with host and participant access codes, enabling everyone on your team to hold an unlimited number of conferences whenever they want.

Shared Lines – share calls and lines across devices

The AT&T Office@Hand administrator can create Shared Lines groups of any Plug & Ring® ready phones or other registered devices that share the same number in the same location. When that number is called, all of the phones in the group ring, and the call can be answered from any of them. This feature is especially useful in industries such as retail, restaurants and warehouses. Calls can easily be handed off to other phones in the Shared Lines group. Calls placed on hold can use the AT&T Office@Hand paging feature to alert someone to pick up the call on another phone quickly and easily.

Call park

Place up to 50 calls on hold in the cloud for you or other users to retrieve from AT&T Office@Hand desktop IP phones and softphones.

Intercom

Use your desktop IP phone or softphone to make short announcements, have quick conversations with colleagues in other office locations, or tell a co-worker there's a parked call waiting.

411 directory listing[3]

Establish a strong local presence for your business by publishing your company information. Within 24 to 72 hours after entering your primary contact information on the AT&T Office@Hand portal, your free business listing will be in national local directories allowing callers who dial 411 to find your contact information quickly and easily.

Vanity, true toll-free, or extra fax and local numbers[4]

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

Salesforce® integration

AT&T Office@Hand integration with Salesforce® enhances your CRM experience with integrated business communications. With an AT&T Office@Hand softphone installed on your computer, you can place calls within the Salesforce® application by simply clicking on a contact or an account record. Incoming calls trigger a pop-up window with the caller's account information to view before answering. And you can attach call notes to specific contact records.

Call monitoring

In call center environments, managers can activate the AT&T Office@Hand call monitoring feature in order to access and listen to their customer service representatives' conversations in real-time. This feature allows supervisors and authorized users to monitor, join, take over and even instruct their employees in a whisper tone during an active call. The call monitoring feature provides supervisors with additional training capabilities and quality assurance tools to help coach their employees.

Automatic call recording

Automatic Call Recording offers administrators an automatic way of recording inbound and outbound user calls. Recorded calls are stored in the cloud and available for download and playback for up to 90 days. Listen to recordings as many times as you would like – to review conversations or to take notes.

Enterprise

For customers whose communications needs call for a comprehensive cloud-based phone solution, Enterprise offers all of the features and functionality of Standard and Premium, plus the freedom of 10,000 Toll-Free minutes per month. In addition, Enterprise includes multi-point HD video conferencing and screen share with AT&T Office@Hand Meetings, for desktops and web-connected devices.

Advanced screen sharing

AT&T Office@Hand allows you to deliver presentations with office documents and share websites in cloud-based storage, such as Box from AT&T. With the AT&T Office@Hand app, anyone can share and contribute from their computer or mobile device.[5] Web- and video-based demonstrations are enhanced with notes and illustrations using mark-up and drawing tools on shared items.[5] Finally, integrated chat provides a way to enhance real-time discussions and have private exchanges between meeting attendees. .

HD video conferencing

All AT&T Office@Hand editions allow users to host and hold high-definition video conferences across desktops and select web-connected devices. Conferences can start instantly or be scheduled in advance.

Requirements

Whichever Edition you choose, there are only a few service and system requirements for using AT&T Office@Hand:

- High-speed Internet service with enough bandwidth and connection quality to provide IP phone and data communications to all of 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, which assures quality of voice communications by giving your IP phone calls priority over other network traffic, especially in times of high usage.

Access and manage all of your phone system functions from compatible iOS® and Android™ devices or online from web-connected devices.[5] Employees can download our free app or login to the online site to begin using the service.

Specialized implementation support

Our service implementation team will contact you within 48 hours of sign up to help you customize your AT&T Office@Hand account to your business needs.

Native dialing and 5G capabilities with Office@Hand Wireless

Get access to Office@Hand Wireless, which allows you to make and receive mobile calls, check voicemail, or access routing features directly from your phone with no extra software to disrupt normal workflows. You can also utilize a single phone number across all devices—mobile, desk phones, tablets and personal computers so you never miss a call.

Why AT&T

- **Quick:** With instant activation, fast set up, and no technical expertise needed, you can be up and running in minutes.
- **Flexible:** Connects multiple offices and employees, letting them use any phone.
- **Mobile:** Keep employees connected on the go. Manage your system from virtually anywhere.
- **Scalable:** Grows with your business. Add new users and locations with a few clicks. Upgrade features for all users by moving to another Edition.
- **Affordable:** With all users on the same Edition, communications budgeting becomes simple and predictable.

Contact a specialist today to see how AT&T can help you or visit att.com/office-at-hand to learn more. Visit here for a full description of the terms of service.