

RingCentral Office@Hand from AT&T

Start-up Guide for Call Queue Managers



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Welcome to RingCentral Office@Hand from AT&T

In the latest RingCentral Office@Hand from AT&T release, Departments are now called Groups.

Groups support these new features:

1. Call Queues
2. Paging
3. Messages-Only Extension
4. Announcement-Only Extension

Call Queues enable a company to designate a specific group of employees with similar activities or services to share incoming calls. Examples would be Sales, Support, Billing, or other Call Queues, or ad-hoc workgroups. Call Queues are named, have an extension or direct (local or toll-free) number, defined business hours for each call queue, and can set up email or text message notifications of missed calls or voicemails.

The following name changes have been implemented on the Mobile App and on the online account:

- Change the hierarchy term from Departments to Group ;
- Rename Departments function to Call Queues;
- Add a new call management features – Paging to Group;
- Change Phones to Phones & Devices to include devices such as overhead pagers or paging groups.

Benefits

Better communication by grouping related members with similar activities beyond group functions.

Increase communication efficiency with the new Paging feature. Broadcast announcements and emergency alerts to the entire organization or selected peers at the same time.

This document focusses primarily on the functions of the Call Queue Manager.

Call Queues

Your Administrator creates Call Queues to allow specific groups of users to share incoming calls— for example, Sales, Support, Billing, or other Call Queues; or ad-hoc workgroups; or any other permanent or temporary collection of users.

Just as with Departments, each named Call Queue has an extension or direct (local or toll-free) number of its own. You can define specific business hours for each Call Queue and set up email or text message notifications of missed calls or voicemails.

When the Call Queue group is set up, the Administrator assigns a user as Call Queue Manager. The Call Queue Manager has access to Call Queue voicemail and fax messages, call logs, and Call Queue settings. The Call Queue Manager can customize the Call Queue greetings, and set up Call Queue call-handling and screening rules.

After your Office@Hand Administrator has set up you up as a Call Queue Manager, you will get a **welcome email** containing your extension information and a link. Click on this link to go to the setup page, where you will create your Call Queue password and set up your Call Queue security question and answer.

Now, you're ready to access your and manage your Call Queue.

To log in as Call Queue Group Manager, go to the online site at <http://service-officeathand.att.com/service-site/> and log in with your phone number, your Call Queue password, and **your Call Queue extension** rather than your User extension.

RingCentral Office@Hand from AT&T

Dear Badger Project Team ,

John J has added you as a Badger Project Team call queue manager for the RingCentral Office@Hand from AT&T business phone system.

To set up your call queue and add call queue members, please [click here](#) or copy and paste the following into your browser:
<http://oah-att.stage.ringcentral.com/service-site/login/main.asp?CDXB3420:5A8603004F71F85E1452A8315833CBB80B017D&activation>

Thank you for using RingCentral Office@Hand from AT&T!

For technical assistance please call AT- Advanced Mobility Solutions customer care at 1-866-563-4703 or [Click Here](#) for helpful hints, videos and information about how to use the service.

RingCentral



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Call Queue Overview Page

To view your Call Queue’s recent call history, listen to voicemail messages, view fax messages, find links to resources, and get the latest announcements from Office@Hand, click the Overview tab.

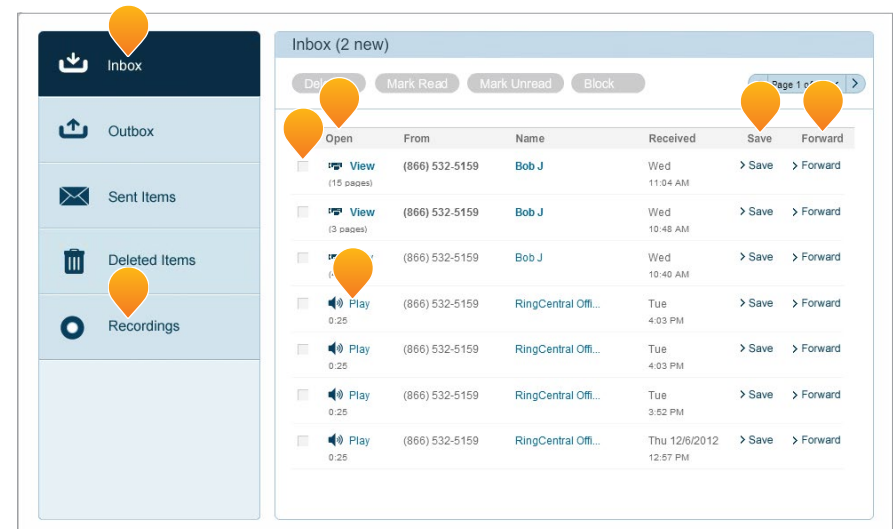
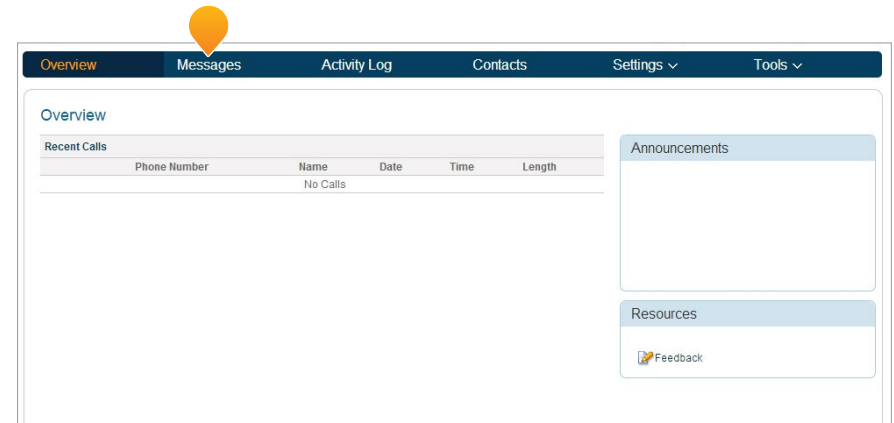
Messages Page

From the **Messages** page on the Web or the mobile device, you can access Call Queue voicemail and fax messages in your Inbox, Outbox, Sent Items, and Deleted Items folders. Messages that have not yet been sent are stored in your Outbox. Call recordings are in Recordings.

To listen to a voicemail message, click the **Messages** tab on the Overview page. In the window that pops up, click **Inbox** to see messages you’ve received. To listen to a voicemail, click or hover your cursor over **Play**. To open a fax document, click **View**. You can also save (download) and forward voicemail messages and faxes by clicking the **Save** and **Forward** buttons at the right of the page.

Select voicemail messages or faxes by checking the box next to one or more messages. You can then delete the item, Mark it as Read, or Block selected message by clicking the buttons at the top of the Inbox.

Click **Recordings** to listen to, save (download), or delete Call Queue call recordings.



Call Log Page

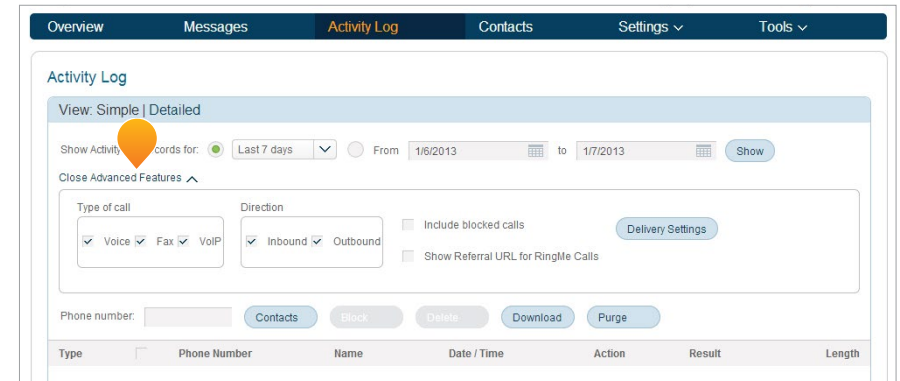
The **Call Log** page gives you a more detailed record of your Call Queue’s inbound and outbound calls and faxes.

Click the **Call Log** tab to see your calling history. There are two ways to view the page—click **Simple** or **Detailed** to see less or more information about each call and fax. You can choose a date range to view. Click **Open Advanced Features** to choose additional filters.

Mark calls displayed in the results area to be deleted or blocked by checking the box to the left of the caller’s number and clicking the **Delete** button.

To schedule Call Queue activity logs to be emailed periodically to you automatically, click **Delivery Settings**. Choose to receive emails daily, weekly, or monthly, and specify an email address to receive the logs.

To permanently delete all of your Call Queue log entries, click **Purge**.



Contacts Page

The **Contacts** section stores your company and personal contacts in separate lists. From the Overview page, click the **Contacts** tab. Choose to view your company directory by clicking **Company** or your personal contacts by clicking **Personal**. Sort contacts by first name or last name. Use the search box to find a specific contact's name. You can also view contacts by a specific letter or see the entire list using the menu under the search box.

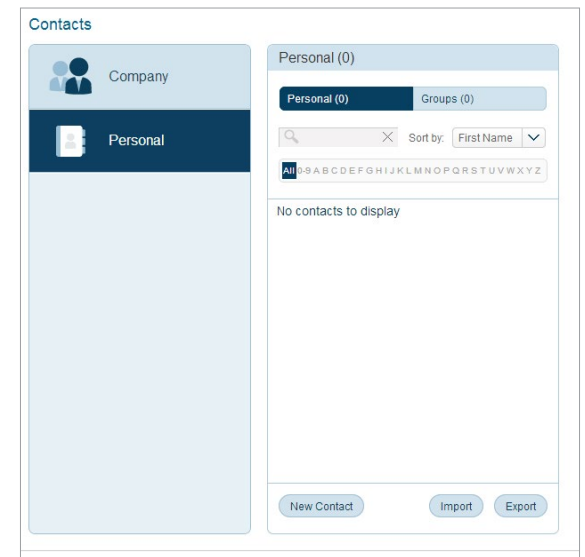
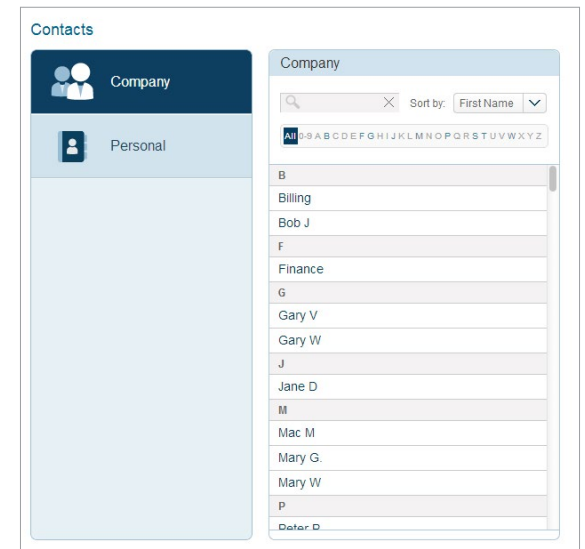
In the **Company** section, you'll see a list of extensions in your company and their contact information. Office@Hand automatically creates this list based on the system's settings. Company contacts cannot be edited or deleted.

Use the **Personal** section to keep track of your friends, family, and business contacts' information. You can add, edit, and delete entries in your personal contacts. To add personal contacts, click **New Contact** to add to your list. Click on a contact's name to edit their information.

To add personal contacts from one of your email accounts, click the **Import** link in the lower right-hand corner. Select how you want to handle duplicate contacts, if any: You can replace the existing contact with the duplicate, keep the existing and use the duplicate to create a new contact, or ignore the duplicate contact and keep the existing one.

To copy your Office@Hand contacts to another address book, click **Export**.

In your **Personal** contacts list, organize your contacts using the **Groups** tab. Click **New Group** to create a group. (These are groups of personal contacts who can be messaged as a group; this is unrelated to the Groups feature.)

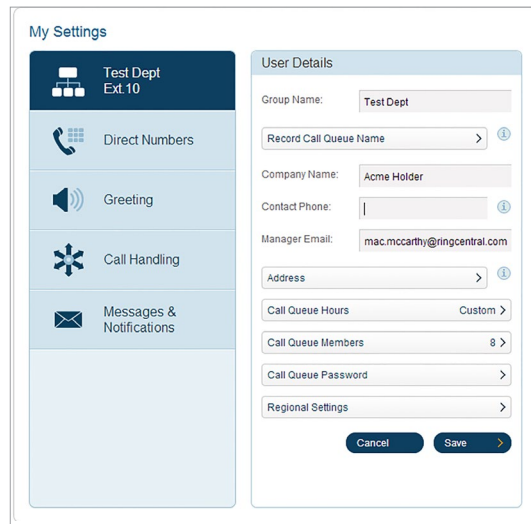


Settings / My Settings

To manage your Call Queue details, security settings, business hours, call-screening and call-forwarding rules, voicemail greetings, on-hold music, and more, click **Settings**.

Call Queue Info/User Details

On the **My Settings** page, click your Call Queue's name and extension in the top box to access the **User Details** screen, where you can review and edit the Call Queue name, manager email address, and Call Queue hours. You can also update the list of members assigned to the Call Queue, edit security settings, add a Direct Number, and determine how the Call Queue name is pronounced in the Call Queue greetings.



Pronounced Name

The default automatic Call Queue greetings uses the Call Queue name or extension ("Thank you for calling Sales..."). You can instead enter a different name, either recording it over the phone or importing an audio file, or typing it into the field where it will be pronounced using the built-in text-to-speech utility.

Contact Phone/Address

The details entered here can be used on fax cover pages.

Call Queue Hours

To update your Call Queue's business hours, click **Call Queue Hours**. By default, the Call Queue hours is set to **24 hours**. Or **Specify hours** to set Call Queue hours for each day. When you set specific business hours rather than "24 hours," you will be able to set separate call-handling rules for Call Queue Hours and for After Hours.

Regional Settings

Add a time zone, preferred time format, and home country area code.

1. Go to **My Settings** and click on the Call Queue name
2. Click on **Regional Settings**
3. In pop-up window, choose your
 - **Time Zone** from the drop-down list;
 - **Time Format** of 12 h am/pm (or) 24 h;
 - **Home Country Code** from the drop-down list.
4. Click **Save**.

Call Queue Members

Assign employees to your Call Queue to make them available to receive incoming calls to the Call Queue. To add employees, click **Call Queue Members** and check the names of the users you want to add. To remove employees from the Call Queue list, uncheck their names. When you're finished, click **Done**.

Call Queue Password

Change your Call Queue's password and security question-and-answer, as well as your PIN, which is a numeric password you use to access voicemail from a phone, and also to identify you when calling Office@Hand Customer Care.

Direct Numbers

Direct numbers allow customers to contact your Call Queue directly without having to go through the company receptionist or phone tree.

Contact your system Administrator to request Direct Numbers for your Call Queue.

Call Queue Greeting

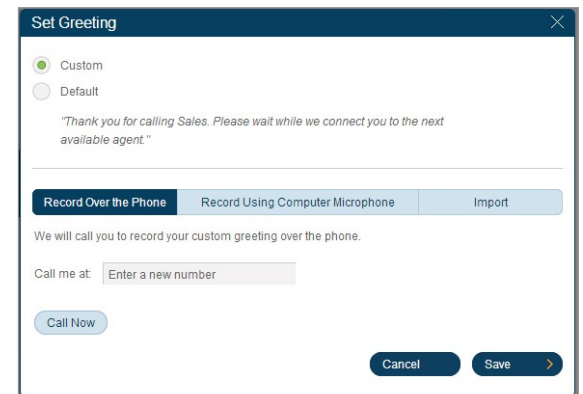
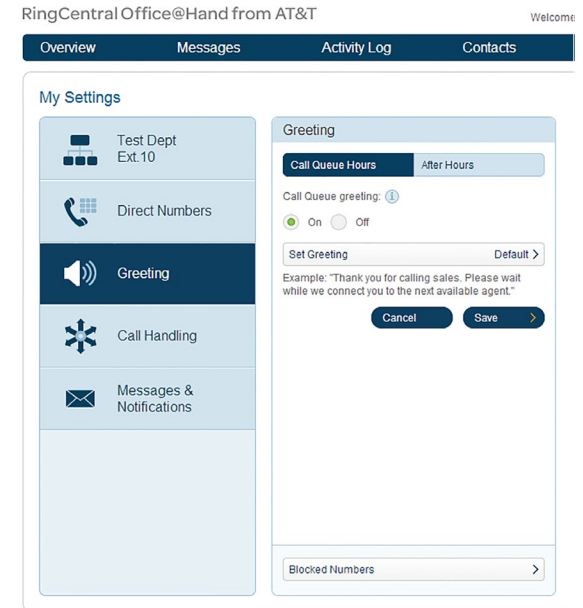
The Call Queue Greeting is the message callers hear while they wait to be connected to a Call Queue member. From **My Settings** click **Greeting**.

If you set Call Queue Greetings to **Off**, callers will be connected directly to a Call Queue member with no initial greeting. If you set it to **On**, they will hear the default Auto-Receptionist greeting **"Thank you for calling [Call Queue name]. Please wait while we connect you to the next available agent."**

You can create a custom message over the phone, or upload a custom audio file, by clicking **Custom** and following the on-screen instructions.

If you have set business hours for your Call Queue, you will be able to set separate Greetings for **Call Queue Hours** and for **After Hours**. Choose each tab in turn to set Call Queue greetings for that period.

NOTE: Your greeting will not play if you use unconditional call forwarding for After Hours, or if you choose to send callers directly to Call Queue voicemail After Hours. These options are set on the **Call Handling** page.



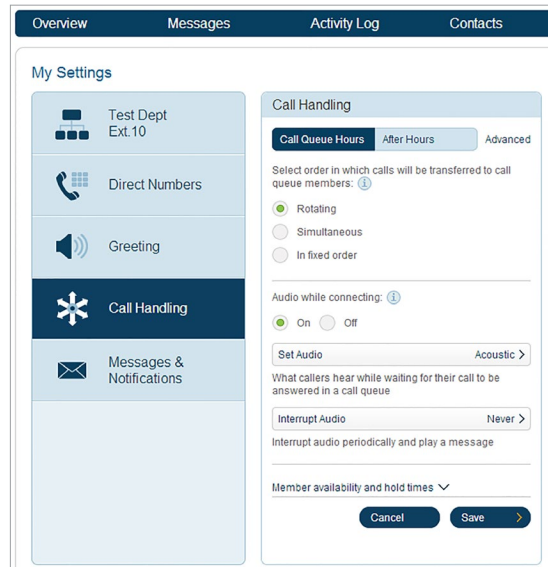
Call Queue Call Handling

Your Call Queue’s call-handling rules determine how calls are answered during business and after hours, and set the on-hold music customers hear when they call.

Click **Call Handling**. Click the **Call Queue Hours** tab and select the order in which calls will be answered. To set calls to rotate among Call Queue members, click **Rotating**. To set calls to ring all extensions at the same time, click **Simultaneous**. To distribute Call Queue calls to users in a fixed order, click **In fixed order**.

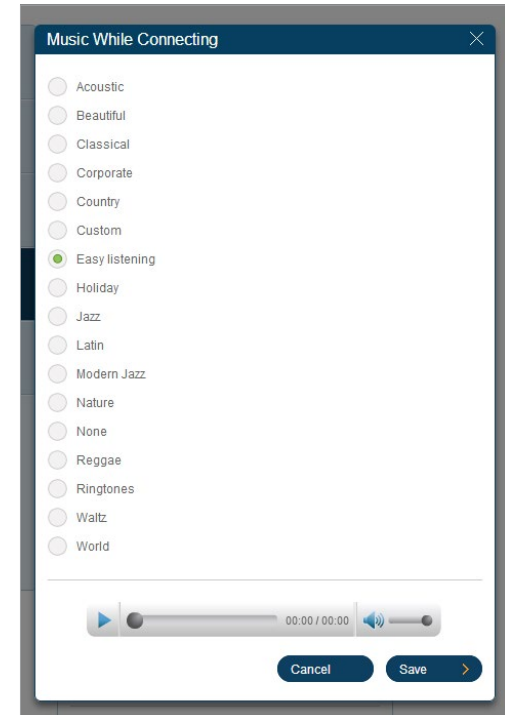
If you click **In fixed order**, you can view Call Queue member names and arrange them in a specific order. To change the order, click and drag an entry from the symbol in the **Move** column. When you’re finished, click **Save**.

Click the **After Hours** tab and, if you have set specific hours, you can select different call handling for after-hours calls.



Audio While Connecting

To set the music that will keep Call Queue callers entertained while they’re on hold or while their call is being connected, from the Call Handling menu turn **Audio while connecting** to **On**. Click **Set Audio** to choose from a-dozen-and-a-half types of music—from easy listening to jazz, country, classical, corporate, Latin, or none. You can also choose a simple ringtone. To listen to the music options, click the Play button.



Interrupt Audio While Connecting

This option interrupts the music occasionally so the **Auto-Receptionist** can repeat the Call Queue Greeting, so the caller doesn’t think you forgot about them. Options range from every 15 seconds to every 60 seconds, or never, or “only when music ends”.

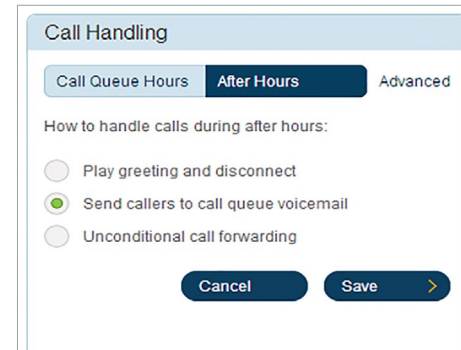
After Hours Call Handling

Click the After **Hours** tab. (This tab becomes available when you set **Call Queue Hours** to **Custom**.)

For After Hours, which is the time period when no one is available to take calls, you can choose from these settings:

- Play greeting and disconnect
- Send callers to Call Queue voicemail
- Unconditional call forwarding

NOTE: If you select **Unconditional call forwarding**, all calls during After Hours will be forwarded to a number you specify; this will override all other after-hours settings, such as voicemail and greetings.

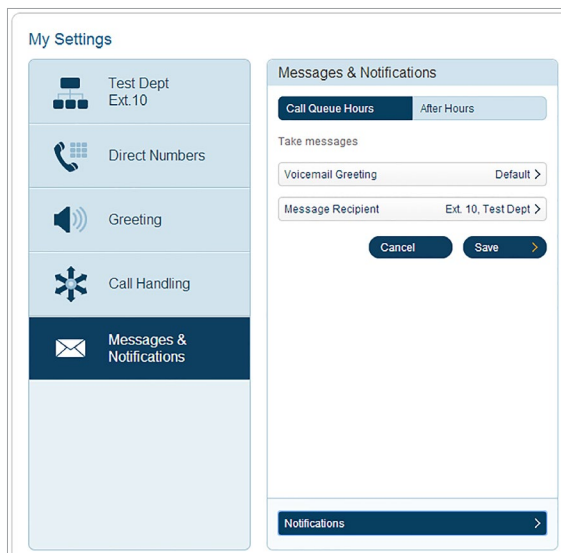


The screenshot shows a 'Call Handling' settings window. At the top, there are three tabs: 'Call Queue Hours', 'After Hours' (which is selected and highlighted in dark blue), and 'Advanced'. Below the tabs, the text reads 'How to handle calls during after hours:'. There are three radio button options: 'Play greeting and disconnect' (unselected), 'Send callers to call queue voicemail' (selected, indicated by a green dot), and 'Unconditional call forwarding' (unselected). At the bottom right of the window, there are two buttons: 'Cancel' and 'Save' (with a right-pointing chevron).

Messages and Notifications

To manage the Call Queue’s business- and after-hours voicemail greetings and determine who will receive Call Queue messages, click **Messages and Notifications**.

To set up or edit the voicemail greeting callers, click the **Call Queue Hours** tab and then the **After Hours** tab. Click **Voicemail Greeting** to see and hear the default greeting, or record a custom greeting by following the onscreen instructions. When you’re finished, click **Done**.



Notifications

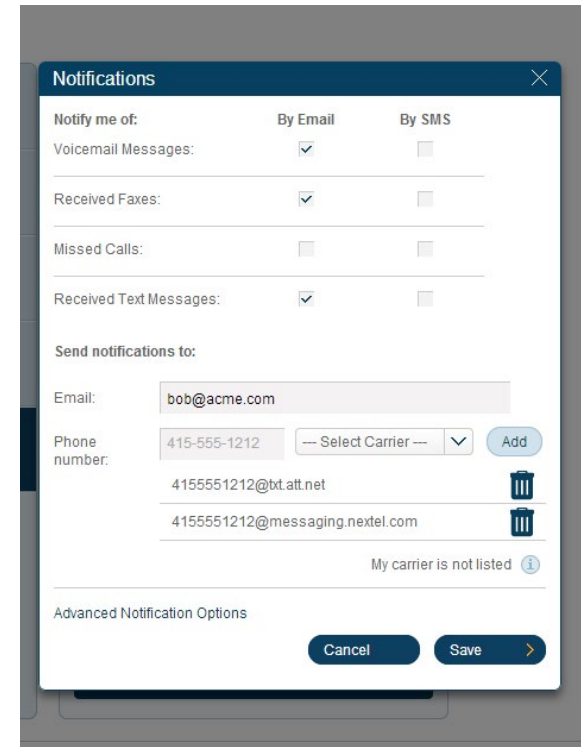
The **Notifications** bar is at the bottom of the **Messages and Notifications** panel.

By default, Office@Hand puts Call Queue voicemails in the Call Queue voicemail box. You can accept this default, or you can click **Message Recipient** to select an employee or other extension to receive Call Queue messages.

At the bottom of the **Messages & Notifications** page, click **Notifications** to set Office@Hand to notify you by email when you miss calls or receive voicemail messages, incoming faxes, and fax confirmations.

Turn each setting on or off to specify which notifications you wish to receive, and an email address for email notifications and a phone number and carrier for text message alerts.

When you’re finished, click **Save**.



The Office@Hand Support Home Page

The Office@Hand Support Home page at <http://support-officeathand.att.com/> has support on the most popular topics, the Knowledge Base, tutorial videos, additional user guides, and Support Call Queue contact information.

