AT&T Collaborate
Voice features & description

- Basic Voice Seat
- Bundles
- À la carte

February 2019
AT&T Collaborate voice features

**Basic Voice Seat**
- Anonymous Call Rejection
- Mobile/Tablet Audio Only (app)
- Auto Attendant*
- Automatic Callback
- Call Forwarding - Always
- Call Forwarding Busy
- Call Forwarding - No Answer
- Call Forwarding - Not Reachable
- Call Forwarding on a Schedule
- Call Notify
- Call Pickup
- Call Recording
- Call Return
- Call Transfer
- Call Waiting
- Caller ID Blocking
- Caller ID
- Customer Originated Trace
- Do Not Disturb
- Enhanced Call Logs
- Fax Messaging
- Hunt Groups
- Intercom
- Key System Emulation
- Last Number Redial
- Music on Hold
- Personal Speed Dial
- Privacy
- Selective Call Rejection
- Sequential/Simultaneous Ring
- Shared Call Appearance/Multiple Call Arrangement
- Simultaneous Ring
- Three Way Calling
- User Intercept Announcement
- Virtual Office
- Voicemail

**Enhanced Voice Features**
- Account Code
- Authorization Code
- Alternate Numbers
- Barge In Exempt
- Busy Lamp Field
- Call Park
- Directed Call Pickup
- Directed Call Pickup with Barge In
- Intercom Group
- Instant Group Call
- N-way Call
- Priority Alert
- Selective Call Acceptance
- Site Forwarding
- Virtual on-net users

**Unified Communications**
Collaborate app with UC features – Desktop and Web/Mobile/Tablet
- AT&T Collaborate - Meetings
- Desktop & File Sharing
- Hub
- Instant Message & Presence (IM&P)
- Multi-party Voice
- Third Party Integration - G Suite
- Video Calling
- Workspaces – Personal, One To One and Team

**Shared Workspace**
- Flexible Seating
- Hoteling Guest
- Hoteling Host

**Contact Center (2 Supervisors / 10 agents)**
- Contact Center Agent Web Client
- Contact Center Supervisor Web Client

**Bundles**
- Auto Attendant*
- Pre-alerting Announcement
- Receptionist Web Console

**À la carte**
- Contact Center Agent Web Client
- Contact Center Supervisor Web Client

---

*Per site only
Telephone Number (TNs) are included with each basic seat. Additional TNs are provided for no additional charge to work with features requiring TNs.

© 2018 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.
AT&T Collaborate voice features

### Basic Voice Seat

**Anonymous Call Rejection** - Enables a user to reject calls from parties who have explicitly restricted their identities.

**AT&T Collaborate SM app (Mobile and Tablet)** - The AT&T Collaborate app for smartphones and tablets is available for Android™ devices from the Google Play™ Store and for iOS® devices from the Apple® App Store. For best results using the app on smartphones and tablets, we recommend that the user upgrade to the latest version of the corresponding operating system.

**Auto Attendant** - An automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, leaving a message, listening to an announcement, or connecting to configurable destinations.

**Automatic Callback** - Enables users who receive a busy condition to monitor the busy party and automatically establish a call when the busy party becomes available. This service can only be activated when calling within the same group.

**Call Forwarding - Always** - Enables a user to redirect all incoming calls to another phone number.

**Call Forwarding - Busy** - Allows a user to redirect incoming calls to another destination when the user is busy.

**Call Forwarding - No Answer** - Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. The user must specify the forwarding number and the number of rings before forwarding.

**Call Forwarding - Not Reachable** - Allows for configuring a Telephone Number where a call should be redirected when the AT&T Collaborate Telephone Number is unreachable.

**Call Forwarding on a Schedule** - Allows a user to redirect their incoming calls to a specified destination based on selective criteria specified by the user.

**Call Notify** - Enables a user to define criteria that cause certain incoming calls to trigger an e-mail notification. If an incoming call meets user-specified criteria, an e-mail (or short message to a cell phone) is sent to the notify address informing the user of the details of the incoming call attempt.

**Call Pickup** - Multi-user service that allows selected users to answer any ringing line within their call pickup group.

**Call Recording** - Allows users to record audio calls.

**Call Return** - Enables a user to call the last party that called, whether or not the call was answered. To call back the last party that called, the user dials the Call Recall feature access code. The system stores the number of the last party to call, and connects the user to that party.

**Call Transfer** - Permits a user to transfer an active call to another extension through a series of keystrokes on their business phone or using hook flash and transfer on analog sets.

**Call Waiting** - Enables a user to answer a call while already engaged in another call.

**Caller ID Blocking** - Enables a user to block delivery of his/her identity to the called party.

**Caller ID** - Allows the delivery of the calling name and number.

**Customer Originated Trace** - Enables a user to trace a call by dialing *57 after hanging up.

**Do Not Disturb** - Allows users to set their station as unavailable so that incoming calls are given a busy treatment.

**Enhanced Call Logs** - Provides a user with access to their call history, allowing for storing several days of call logs.

**Fax Messaging** - Allows users to retrieve fax messages from their voice mailboxes and/or email accounts.

**Hunt Groups** - Allows users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Group’s phone number.

**Intercom** - Push to talk - allows a user to call another station, where the system requests that the destination station automatically answer. The user at the destination station can control which users are allowed to call them in this way.

**Key System Emulation** - Used to create an ordered list of users, and when a call attempts to terminate on one of these users and finds a busy condition, the call overflows to the next user on the list, until a free user is found or the end of the list is reached.

**Last Number Redial** - Allows users to make a call to the last dialed number without having to reenter the number.
## AT&T Collaborate voice features

<table>
<thead>
<tr>
<th>Basic Voice Seat</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Music on Hold</strong> - Enables group administrators to upload an audio file (.wav file containing music, advertising, and so on) onto the system to be played to held parties. This service can be used in conjunction with the following services: Call Centers, Call Hold, and Call Park.</td>
</tr>
<tr>
<td><strong>Personal Speed Dial</strong> – A 2-digit code that can be set up and used for up to 100 phone numbers the user calls most often. To speed dial, you simply enter ** and the 2-digit speed dial code. To set up personal speed dial from your phone, dial *75 and follow the prompts.</td>
</tr>
<tr>
<td><strong>Privacy</strong> - Enables users to designate a held call as “privately held”. A privately held call cannot be retrieved from another station.</td>
</tr>
<tr>
<td><strong>Selective Call Rejection</strong> - Enables a user to define criteria that causes certain incoming calls to be rejected and provided a treatment.</td>
</tr>
<tr>
<td><strong>Sequential/Simultaneous Ring</strong> - Enables users to define a “find me” list of phone numbers that are alerted sequentially for incoming calls that match specified criteria.</td>
</tr>
<tr>
<td><strong>Shared Call Appearance/Multiple Call Arrangement</strong> - Enables users to define a “find-me” list of up to 5 phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the feature searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The user can specify the number of rings for each number before the call moves to the next.</td>
</tr>
<tr>
<td><strong>Three Way Calling</strong> - Enables a user to make a three-way call with two parties, in which all parties can communicate with each other.</td>
</tr>
<tr>
<td><strong>User Intercept Announcement</strong> - Allows a carrier to intercept calls routed to and from a line that has been decommissioned, providing an informative announcement and alternate routing options (for example, “This number is no longer in service. To talk to an operator, press 0”).</td>
</tr>
<tr>
<td><strong>Virtual Office</strong> - Allows users to use one or more network locations as extensions of the user’s profile.</td>
</tr>
<tr>
<td><strong>Voicemail</strong> - Enables users to record messages from callers for calls that are not answered within a specified number of rings, for calls that receive a busy condition, or for calls received when the user is outside of their primary zone.</td>
</tr>
</tbody>
</table>
AT&T Collaborate voice features

Enhanced Voice Features

**Account Code** - Enables the tracking of calls by prompting selected users for an account code.

**Authorization Code** - Performs an authorization of calls by prompting selected users for an authorization code.

**Alternate Numbers** - Allows a user to have up to ten alternate phone numbers for incoming call processing in addition to the main phone number.

**Barge In Exempt** - Users with this service assigned cannot have their calls barged in on by other users.

**Busy Lamp Field** - Allows a user with a SIP attendant console phone to monitor the hook status and remote party information of selected users via the busy lamp fields on the phone. Busy Lamp Field Key can also act as a speed dial.

**Call Park** - Allows a user to park a call against an extension so that any member of the group or enterprise can retrieve it.

**Directed Call Pickup with Barge In** - Allows a user to pick up (answer) a call directed to another user in the same Customer group or barge in on the call if the call was already answered.

**Intercom Group** - Allows for unidirectional paging to a group of users by dialing an intercom group phone number or extension.

**Instant Group Call** - Allows a user to call a phone number assigned to the instant group call group, whereby the system alerts all members in the group. As the members answer, they are joined into a multi-way conference.

**N-way Call** - Provides a user with the ability to add other users to a call in progress, similar to the Three-Way Calling service, up to a maximum number of 15.

**Priority Alert** - Enables a user to have a certain incoming calls ring on their phone with a different tone.

**Selective Call Acceptance** - Enables a user to accept calls selectively. Calls that do not meet the specified conditions are rejected and provided a treatment.

**Site Forwarding** - A feature that redirects all incoming calls for users within a location who have this feature turned on. Calls are redirected to a single number specified for the location. Location Night Forwarding can apply at all times or when calls are received outside of specified business hours and on holidays.

**Virtual On-Net Users** – A feature that lets administrators set up phone numbers for locations not yet set up with AT&T Collaborate. Those numbers can then be reached by dialing an extension.
**AT&T Collaborate voice features**

**Bundles**

- **Unified Communications**
  - **Collaborate app with UC features: Desktop and Web/Mobile/Tablet** - Collaborate app usable on desktop computers on Windows®, Mac®, iOS®, and Android™ platforms. Provides IM&P, File Transfer, Video Calling, Chat Room Hosting, and Meet Me Conferencing. Also includes the Microsoft® Outlook® add-in and Skype® for Business functionalities.
  - **Collaborate app usable on mobile phones on Windows®, Mac®, iOS®, and Android™ platforms.** UC features include IM&P, File Transfer, Video Calling, Chat Room Hosting, and Meet Me Conferencing.
  - **Collaborate app usable on tablets on Windows®, Mac®, iOS®, and Android™ platforms.** Provides IM&P Messaging and Presence, File Transfer, Video Calling, Chat Room Hosting, and Meet Me Conferencing.
  - **AT&T Collaborate - Meetings** - Allows user to initiate the sharing of information in one conversation via text with a group of other users.
  - **Desktop & File Sharing** - Allows users to see and share presentations, spreadsheets, and other media from any location across any network and file push capability speeds up workflows.

- **Hub** - Brings communications in popular applications together in a single, cloud-based, work environment that can be viewed via the Contextual Intelligence tab.

- **Instant Message & Presence (IM&P)** - Allows employees to quickly check the presence status of coworkers. The Presence indicator is dynamically updated using phone and calendar status so it is always accurate.

- **Multi-party Voice** - Allows users to communicate via audio conference with multiple users.

- **Third Party Integration: G Suite** - Allows Users to integrate Collaborate App with other apps like Gmail®, Salesforce®, Dropbox® and Twitter®.

- **Video Calling** - Call capable of simultaneous video and audio for communication between people in real-time.

- **Workspaces - Personal, One To One and Team**
  - Dynamic repository for Notes, Tasks, Files and Messages. Personal (are private and not accessible to other users), One-to-One (accessible only to you and the user with whom you are sharing the Workspace) and Team workspace (content is accessible to everyone invited to the Workspaces, with no limit to how many members can be added to a Workspace) available.

- **Shared Workspace**

- **Flexible Seating** - Allows Guest user to use a host phone and have the host phone provisioned with the guest user’s device profile settings.

- **Hoteling Guest** - Allows a Guest user to associate its service profile with another user’s account (Host account) and use the Host account’s device with its service profile.

- **Hoteling Host** - A Host can allow Guest users to log into the Host account from his or her device.

- **Contact Center (2 Supervisors /10 agents)**

- **Contact Center Agent Web Client** - User identified to receive incoming calls from a central phone number in call center with the ability to use the client in agent mode to automatically answer incoming calls.

- **Contact Center Supervisor Web Client** - User identified to supervise agents and queues in call center with the ability to use the client in supervisor mode to supervise agents and queues and to view statistics.

**À la carte**

- **Auto Attendant* - An automated receptionist that answers the phone and provides a personalized message to callers with options for connecting** (Addition to Basic Voice Seat Auto Attendant which offers one per site).

- **Pre-alerting Announcement** - Allows a user to play an audio announcement to callers before a call is connected.

- **Receptionist Web Console** - Enables a receptionist to monitor a set of users and group member status for effective attendant call routing.

- **Contact Center**

- **Contact Center Agent Web Client** - User identified to receive incoming calls from a central phone number in call center with the ability to use the client in agent mode to automatically answer incoming calls.

- **Contact Center Supervisor Web Client** - User identified to supervise agents and queues in call center with the ability to use the client in supervisor mode to supervise agents and queues and to view statistics.