

AT&T CollaborateSM to AT&T Office@Hand Transition Guide

A simple path to the future with cloud communications

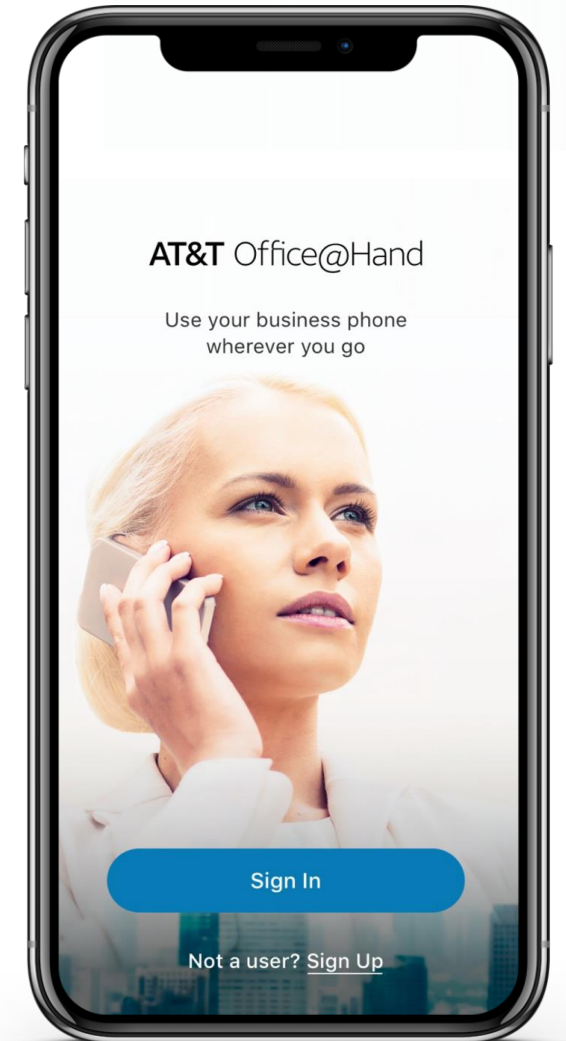
Welcome to Office@Hand

AT&T Office@Hand serves as a feature-rich replacement for your Collaborate service.

Office@Hand provides highly-reliable, hosted voice calling and includes a full suite of conferencing and collaboration tools.

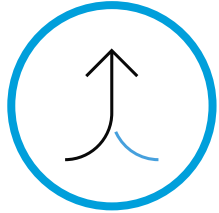
With AT&T Office@Hand, you get:

- Comparable pricing with AT&T Collaborate
- Robust admin and user portals for near-instant control over your service
- Additional features with a monthly schedule of new releases and enhancements
- More powerful analytics for deeper insights that can improve productivity

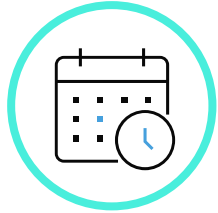


We have taken measures
to help ensure a **smooth**
transition with minimal
disruption to your business.

How the migration process works



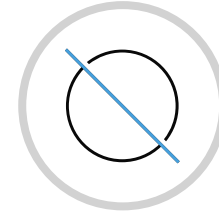
Migrations will be phased and will be scheduled between January and December 2021.



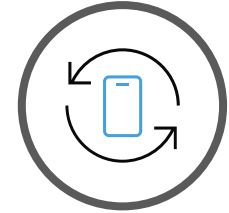
You will be contacted 6 weeks in advance of your **scheduled migration date** to speak to a migration concierge.



A migration concierge is committed to making your transition to AT&T Office@Hand as seamless as possible.



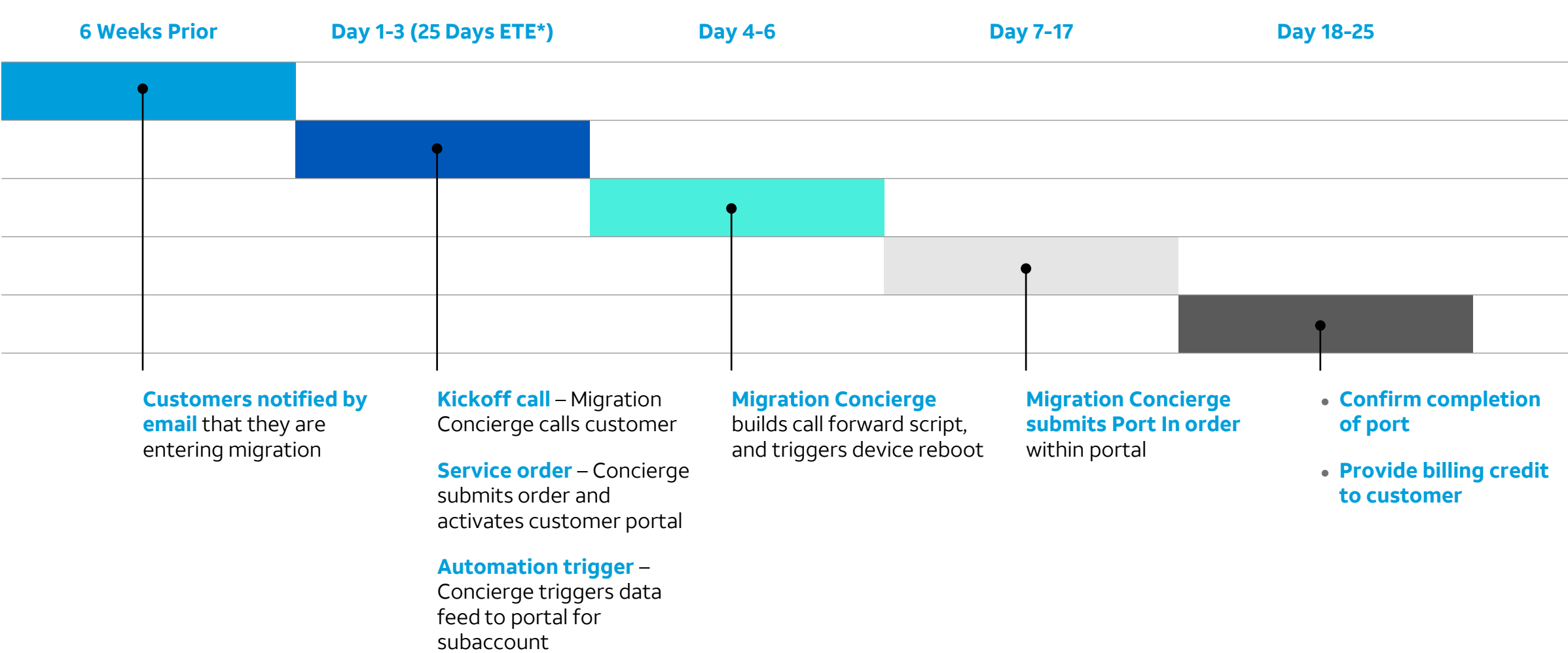
No action is required – your data from AT&T Collaborate will be migrated over automatically to AT&T Office@Hand.



Once data is migrated, phones will be reset. **Local contacts can be added back** to devices following the reset.

If you would like to speak to someone to sign your contract, please contact 844-228-4272 for assistance.

Migration lifecycle - what to expect?



* Additional time may be required if the customer also uses AT&T AVPN services.

All your favorite Collaborate features and more...

Standard Edition

- Integrates with optional Softphones,
- Desktop and conference IP phones
- VoIP – connects with virtually any Internet service
- Conferencing
- Paging, shared lines
- 1,000 toll-free minutes per account per month
- 100 high-definition video seats
- Inbound/outbound CLID
- Inbound/outbound CNAM
- Multi-site*

Premium Edition

- All the capabilities of the Standard Edition Plus:
- Salesforce® integration
- Automatic call recording
- Active directory and single sign-on
- 2,500 toll-free minutes per account per month
- 200 high-definition video seats

* Some restrictions apply. Speak to your Migration Concierge to learn more.

Get ready to speak to your migration concierge

Admins should keep these simple steps in mind as you prepare to speak with your migration concierge

Tips for a successful migration

1

Talk with your concierge about feature differences

AT&T Office@Hand is a feature-rich cloud PBX service that offers a wider range of features than AT&T Collaborate, with some minor differences in user experience. Please see our guide in later slides for comparison and talk to your migration concierge to learn more.

2

Prepare your devices and end users for porting and provisioning

Devices purchased to use with AT&T Collaborate will automatically be ported over and provisioned on your behalf.

However, if you have any [manually provisioned 'bring your own' devices, these will need to be configured for AT&T Office@Hand](#). Please advise your migration concierge if you need to add or remove licenses.

Desk phones will be reset as part of the migration process, so please prep end users that local/personal contacts will need to be added back into their phone following migration.

3

Confirm your firewall settings

If your organization uses content filtering firewall rules, please update your firewall settings before the migration date to [allow AT&T Office@Hand Domains, IP Addresses, and Ports](#).

Tips for a successful migration

4

Notify us of elevator and alarm lines

Please advise your migration concierge if you are using VOIP services to support any elevator or alarm lines, in order to avoid any service disruption during migration.

5

We'll test your Auto Attendant and Call Queues/Hunt Groups

Your auto attendant and call queues will be automatically migrated to AT&T Office@Hand. After migration, we will place test calls to your auto attendant and call queues to confirm everything is as it should be.

6

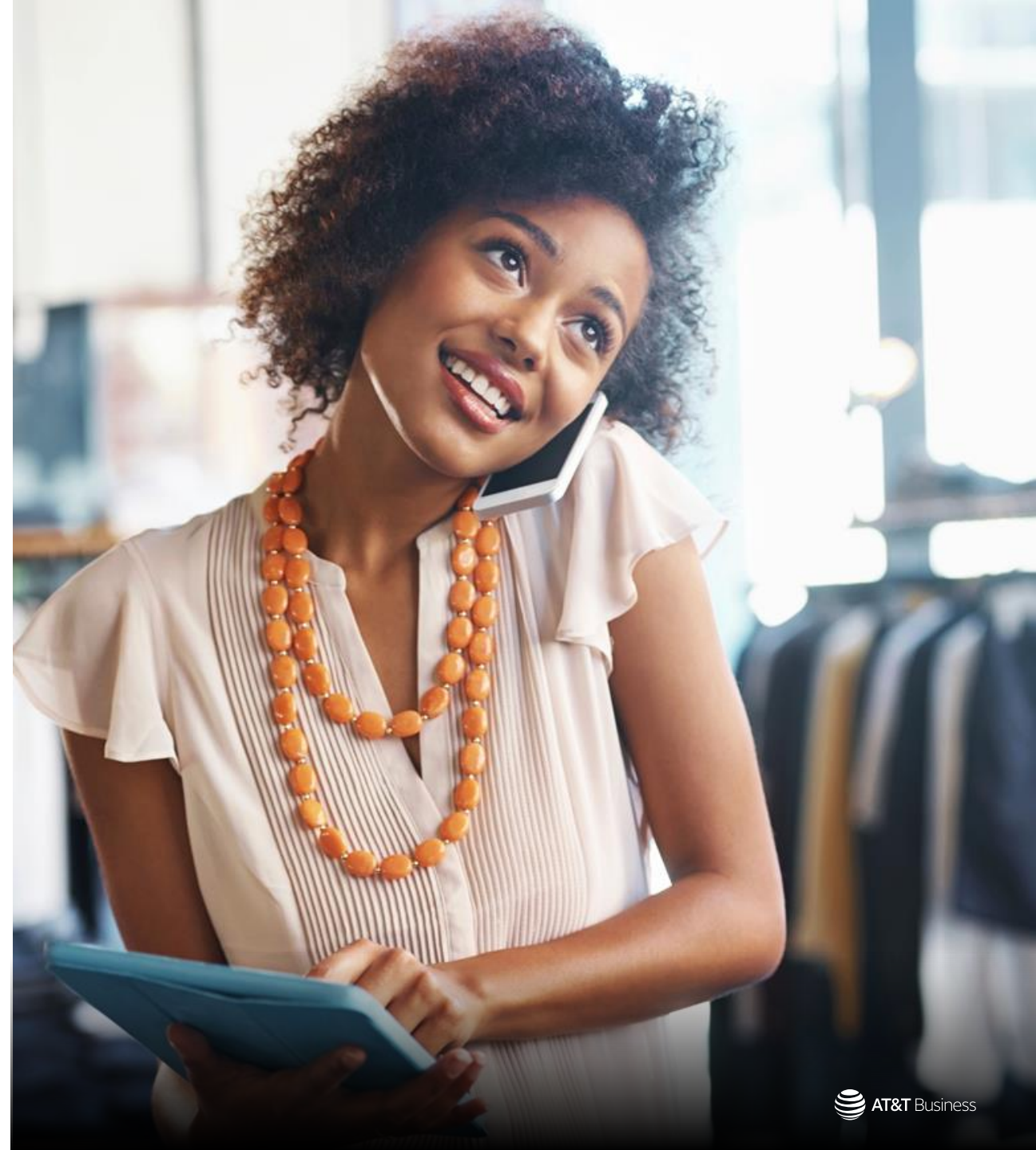
Familiarize yourself with our support website

We want to make sure you are taking full advantage of all the powerful tools AT&T Office@Hand has to offer.

[Visit our support site](#) to check out the convenient tutorials available that will teach you how to use AT&T Office@Hand features.

User notification

Once your account has been migrated, end users will receive a welcome email to create a password and set up their individual accounts. Once set up, end users can [download the mobile and desktop apps](#) to get started using AT&T Office@Hand.





Billing

AT&T Office@Hand is comparatively priced with AT&T Collaborate, with some differences in packages and additional features. Your migration concierge will assist you in choosing the best package for your organization's needs.

International calling rates

International calling allows you to call telephone numbers outside the U.S. for a fee. Each country has different international calling charges. The international call rate table can be found [here](#). International calling credits can be purchased in \$20 or \$100 pre-paid increments.

Follow these steps to view the call rate for each destination and call type:

- Log in to your AT&T Office@Hand online account.
- On the admin portal, go to Billing > Calling Rates.
- When international calling is enabled, the list of destinations, type, and rate are shown including other information

<input type="checkbox"/>	Enable	<input type="checkbox"/>	Disable						
<input type="checkbox"/>	Status	Destination*	Type	Prefix	Call Rate	Operatic			
<input type="checkbox"/>	✓	Afghanistan	Mobile	937	\$3.08	Disable			
<input type="checkbox"/>	✓	Afghanistan	Regular	93	\$3.05	Disable			
<input type="checkbox"/>	✓	Albania	Mobile	35567	\$1.38	Disable			
<input type="checkbox"/>	✓	Albania	Regular	355	\$1.19	Disable			

How does AT&T Office@Hand stack up?

AT&T Office@Hand offers packages with comparable pricing to your Collaborate service. Access your favorite features plus many more for a dynamic future-ready collaboration experience.

How does Office@Hand stack up?

Collaborate
Basic voice package
Features
<p>Basic PBX</p> <ul style="list-style-type: none"> - 3 Way Calling - Auto Attendant - Call Forwarding - Call Recording (Dubber) - Call Waiting, Transfer - Do Not Disturb - Hunt Groups - Fax Messaging Inbound - Intercom - Exec Asst Features - and more
US Local and Domestic Long Distance Calling
International Calling (add'l charge)
Voice-Only App for Mobile and Tablet
Inbound/Outbound CLID
Inbound/Outbound CNAM
Multi Site

Office@Hand all-in-one tiers	
Standard	Premium
Features	
<p>Basic PBX</p> <ul style="list-style-type: none"> - 3 Way Calling - Auto Attendant (called Auto-Receptionist) - Call Forwarding (with different functionality) - Call Recording (Dubber + Automatic Call Recording) - Call Waiting (called Call Hold), Transfer - Do Not Disturb - Hunt Groups - Internet Fax - Intercom (called Paging) - Exec Asst Features (differ slightly) - and more 	<input type="checkbox"/>
US Local and Domestic Long Distance Calling	<input checked="" type="checkbox"/>
International Calling (add'l charge)	<input checked="" type="checkbox"/>
Features available across desk phone, mobile devices/apps, and desktop apps	<input checked="" type="checkbox"/>
Inbound/Outbound CLID	<input checked="" type="checkbox"/>
Inbound/Outbound CNAM	<input checked="" type="checkbox"/>
* Yes but certain restrictions apply	*Yes but certain restrictions apply
1,000 Toll-Free Minutes	2,500 Toll-Free Minutes
Audio Conferencing (up to 1,000 participants)	<input checked="" type="checkbox"/>
Video Conferencing (up to 100 participants)	Video Conferencing (up to 200 participants)

How does Office@Hand stack up?

Collaborate
Enhanced voice package
Features
Alternate numbers
Busy lamp field
Call park
N-Way call
Virtual on-net users

Shared workspace bundle package
Features
Hotel guesting
Hotel hosting
Flexible seating

Office@Hand all-in-one tiers	
Standard	Premium
Features	
Alternate numbers (called additional numbers)	☑
Busy lamp field (called presence)	☑
Call park	☑
N-Way call (called multiway conference)	☑
Virtual on-net users (called virtual extensions)	☑
Business app integrations (GSuite, Office 365, etc.)	☑
	Advanced call handling including whisper, barge, and more
	CRM integrations
	SSO
	Multi-site administration and management

Standard	Premium
Features	
	Hot desking
	Hot desking

* Per seat basis

How does Office@Hand stack up?

Collaborate
Contact center bundle + a la carte package
Features
Call center agent web client
Call center supervisor web client
Call monitoring
Call monitoring (whisper)
Call monitoring (barge)
Call monitoring (take-over)
Overflow

Receptionist web console package
Features
Meetings/call routing dashboard

Office@Hand all-in-one tiers	
Standard	Premium
Features	
Functionality included in call queue	☑
Functionality included in call queue and live reports	☑
	Functionality included in call monitoring group
	Functionality included in call monitoring group and star code
	Functionality included in call monitoring Group and star code
	Call monitoring group and star code
	Overflow call queue

Standard	Premium
Features	
Heads-Up Display (HUD)	☑

* Per seat basis

How does Office@Hand stack up?

Collaborate
Auto attendant a la carte package
Features
Auto Attendant

Pre-alerting announcement add-on package
Features
Pre-alerting announcement

Office@Hand all-in-one tiers	
Standard	Premium
Features	
Called auto receptionist	☑

Standard	Premium
Features	
Called user greeting	☑

* Per seat basis

Contact a specialist today to sign your contract

The Office@Hand team is excited to welcome you on-board. If you are interested in learning more contact **844-228-4272** for assistance.



AT&T Business