twilio

HIPAA Eligible Products and Services

Runtime Tools

- Studio*
- Functions (API and UI)
- Debugger
- API Explorer
- Assets / Private Assets*
- TwiML Bin*
- Sync

Programmable Video

- Small Group Rooms and Group Rooms
  - Datatrack*
  - Recordings
  - Recording Compositions
  - Media Storage
- Network Traversal Service

Programmable Voice and SIP

- Twilio Phone Numbers
- Programmable Voice Basics
  - Call Recordings and Storage*
  - Call Transcription*
  - Speech Recognition
  - Text to Speech (Basic and Amazon Polly)
  - Answering Machine Detection
  - Dual-channel Recording
  - Media Streams*
  - Voice Insights
  - Virtual Agent (with Google Dialogflow)
  - Global Low Latency (US1 and US2 only)
- VoIP and SIP
  - Twilio Client (Mobile and Web-based VoIP)
  - Secure Trunking*
  - SIP Interface*
  - SIP Registration

- Contact center building blocks
  - Interactive Voice Response
  - Agent Conference
  - Agent Coaching
  - Transfers
  - Outbound Conference API
  - <Pay>

Programmable SMS

- Programmable SMS Basics
- Programmable MMS
- Twilio Phone Numbers
  - Long Codes
  - Toll-free
  - Short Codes
- Messaging Services
  - Advanced Opt-out
  - Fallback to Long Code
  - Geomatch / Area Code Geomatch
  - Sticky Sender
  - Message Scheduling

* Please refer to Architecting for HIPAA on Twilio to learn more about how to use these features in a HIPAA compliant manner.

Programmable Chat
(End of Life on 7/25/2022)

- All Chat SDKs
- Media support
- Chat Transcripts
- Message Consumption Horizon and Read Status

Twilio Conversations

- Channels
  - Chat
  - SMS
  - MMS
  - Group Texting
- Smart content handling
  - Media support
  - Character encoding
  - Opt-out management

Twilio Frontline

- Channels
  - Chat via Conversations
  - SMS
  - MMS
  - Voice

Identity Services

- Verify
  - SMS
  - Voice
  - Push
- Lookup

Data Services

- Event Streams

Other Applications

- Twilio for Salesforce

Twilio Flex

- Channels
  - Voice
  - SMS
  - Chat
  - Conversations
- Flex UI - all versions
- Proxy
- TaskRouter
- Flex Insights*

Twilio Segment

- Connections
  - Sources
  - Destinations*
  - Storage Destinations*
  - Functions*
- Reverse ETL*
- Segment Unify
  (formerly known as Profiles)
  - Identity Resolution
  - Profiles Sync*
  - Profile Explorer*
  - Profile API*
- Engage (Foundations)*
  - Audiences
  - Journeys
- Privacy Portal*
- Protocols
  - Tracking Plan*

Change log

3/31/2023	Added Reverse ETL and Segment Unify (formerly Profiles)
11/13/2022	Added Twilio Segment
8/30/2022	Added Message Scheduling
7/13/2022	Added Twilio Flex
3/31/2022	Added Voice Channel to Twilio Frontline
12/17/2021	Added Twilio Frontline and Twilio for Salesforce
9/30/2021	Added MMS; Notice of intent to sunset Programmable Chat
7/9/2021	Added Event Streams
5/28/2021	Added Verify Push as HIPAA Eligible Product
4/8/2021	Added Virtual Agent (with Google Dialogflow)
10/23/2020	Added Verify and Lookup
8/21/2020	Added Sync, Programmable Chat, and Twilio Conversations
5/13/2020	Added Studio and Functions under Runtime Tool
3/20/2020	Added Programmable Voice and SIP and Programmable SMS
3/10/2020	Amendment to covered products under Programmable Video
2/27/2020	First release: Programmable Video and Select Runtime Tools

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NOTE: If you are a Covered Entity or Business Associate as defined by the Health Insurance Portability and Accountability Act of 1996 (as amended, "HIPAA"), you agree to not to use the HIPAA Eligible Services for any purpose or in any manner involving Protected Health Information without first entering into a Twilio Business Associate Agreement.

Millions of software developers use Twilio's platform and communication APIs to help businesses build more meaningful relationships with their customers.