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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.

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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*
- Profiles
- Engage (Foundations)*
  - Audiences
  - Journeys
- Privacy Portal*
- Protocols
  - Tracking Plan*

Change log

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