# Kerv Compliance Cloud

## Service Overview

Kerv’s managed compliance as a service solution provides secure access control and encrypted storage to protect sensitive data from unauthorised access.

Kerv Compliance Cloud is a secure and resilient hosted call recording platform that utilises Microsoft Azure for communication capture, long term storage, and web application access. Microsoft Azure provides Service Level Agreements that vary based on the resources being used. Kerv Compliance Cloud uses multiple Azure Availability Zones, each with 2N, and therefore expects uptime of recording servers of at least 99.999%, measured in minutes, in each month.

Kerv employs a 24/7 Service Operation Centre (SOC) for its Teams Recording Compliance Cloud tenants. The Kerv SOC monitors the underlying system servers, resources, and processes. Any breach of service is promptly acted upon with formal communication provided to any tenant that may be affected.

## Deployment

Kerv understands that deploying a new compliance solution can be a complex and time-consuming process and have developed a deployment service designed to make the process as quick, smooth, and hassle-free as practically possible. The deployment service is broken down into a series of tasks, each of which is carefully designed to assist with the deployment being completed in accordance with the agreed timelines. The steps involved in our approach are set out below:

The above provides the complete Kerv process of system deployment, starting with Design Sign-off. Kerv discuss with all stakeholders and agree the system's design, functionality and architecture, seeking to reduce discrepancies at a later stage. Upon the design being approved, Kerv proceed to the Statement of Work (SOW) phase, wherein Kerv define the project scope, deliverables and any associated timeline, capturing alignment with Customer expectations.

When the SOW is approved, Kerv wait for the Purchase Order (PO) to start formal project engagement. This serves as the Customers commitment to the project and allows the allocation of Kerv resources appropriately. The Kerv team then configures the platform on which the Customer system will operate. This involves configuring security and network settings in accordance with the Customer organisation's reasonable standards.

Once the platform is configured, Kerv will initiate User Acceptance Testing (UAT), a critical phase where the system is tested in real-world scenarios by the Customers end-users. The UAT phase allows the capture and remedy of any bugs or issues not identified during initial testing phases, ensuring the software functions optimally before it goes live.

Subsequently, Kerv conduct an Interlock / Runbook Handover, wherein we transfer operational control of the system to the Customer’s in-house team. This involves a transition period during which our development team works closely with your operations team, aiding them in understanding the system's ins and outs.

Finally, the ‘System Live’ phase marks the launch of the Customer’s system into production, ready to deliver value to their users. Kerv understand this significant milestone marks not the end, but the beginning of our service, as we continue to provide necessary support and maintenance post-deployment. In essence, Kerv’s end-to-end service is designed to provide a smooth deployment, adhering to a Customer’s business requirements and operational standards.

## Managed Service and Features

Kerv have developed a unique approach that transforms the ITIL v4 framework into a customer-centric journey, prioritising business outcomes. This enables Kerv to uphold the robustness and reliability of the ITILv4 framework while delivering proactive, business-focused solutions for our clients.

Our Compliance Cloud managed service offers a range of benefits to businesses, such as regulatory compliance, secure storage, and easy access to communication data. By partnering with Kerv for communication compliance, organisations can concentrate on their core operations, confident that their communication data is securely recorded, stored, and accessible when needed. This partnership substantially reduces the risk of non-compliance, allowing businesses to focus on growth and success.

In the rare case that no bot recorder resources are available in any of the Kerv Availability Zones, Microsoft Teams users observing "Strict Recording mode" won't be able to access Microsoft Teams calling. The "Strict Mode" can be configured by the customer based on the compliance recording policy they apply.

## Solution Features & Service Options

**TABLE 2: Service Options**

|  |  |  |
| --- | --- | --- |
| Service | Included | Additional |
| Automated always on voice recording | **ü** |  |
| Recording playback | **ü** |  |
| Secure access control, encrypted and compliant portal | **ü** |  |
| 99.999% SLA | **ü** |  |
| Encrypted Recording Storage | **ü** |  |
| CDR Assurance |  | **ü** |
| Speech Transcription (Intelligent Voice) |  | **ü** |
| Video Recording |  | **ü** |
| Instant Message/Text Recording |  | **ü** |
| Screen/Content Recording |  | **ü** |

Additional services are available as bundles. See below for more details on packages.

## Automated always on voice recording

Kerv’s automated ‘always-on’ voice recording service offers an advanced, reliable solution for businesses seeking continuous recording of their voice communications. This technology enables critical conversations to be captured and securely stored, providing invaluable insights, and facilitating compliance with industry regulations. The ‘always-on’ nature of the system eliminates the need for manual activation, streamlining operations and reducing the risk of human error, assisting with achieving compliance.

## Recording playback

Kerv offers user-friendly recording playback, allowing you to easily revisit important conversations. With an intuitive interface, a customer can quickly locate, rewind, fast-forward or pause recordings, making it simple to review and analyse your communications.

## Secure access control, encrypted and compliant portal

Kerv's secure access control, encrypted portal ensures that your data remains protected at all times. Rigorous authentication measures and data encryption technology safeguard sensitive information, while also ensuring compliance with regulatory standards such as GDPR, MiFID II and Dodd-Frank. There are a few pre requisites required to be in place by a customer to achieve this secure control including (but not limited to) the Customer requirement to use Azure Active Directory Sync.

## 99.999% SLA

Kerv Compliance Cloud provides 99.999% availability. Kerv employ redundancy at multiple levels in the system architecture, ensuring that single points of failure are eliminated. This includes redundant servers, databases, network links, and power supplies, among other components. In the event of an unexpected failure, these redundant components automatically take over, ensuring the system continues to function normally.

Our global support team is on standby 24/7/365, ready to address and rectify any issues that might arise, minimising recovery time and further contributing to the system's high availability. Furthermore, our infrastructure is designed to handle scale and high loads, ensuring that system performance remains consistent even during peak usage times.

We consider our 99.999% availability, not just a technical specification, but a reflection of our commitment to our customers and the importance we place upon our service.

## Encrypted Recording Storage

Kerv uses state-of-the-art encryption technologies to securely store your recordings. This provides a level of security to assist with your data remaining protected against unauthorised access, while maintaining compliance with regulatory requirements.

## Call Detail Record (CDR) Assurance

Call Detail Record Assurance, or CDR Assurance, is a process that ensures the accuracy, completeness, and integrity of call detail records within the telecommunications industry. It plays a pivotal role in revenue management, fraud detection and dispute resolution.

At Kerv, we pride ourselves on putting our customers first and fostering strong partnerships. With our CDR Assurance solution, we empower clients to gain control over their call data, helping them avoid revenue leakage and maintain their customers' trust. Our innovative and collaborative approach assists our staying on the cutting edge of technology, providing reliable, proactive support to all our partners.

CDR Assurance concentrates on the right data being collected, analysed, and reported on, to allow businesses to make well-informed decisions with them objective of assisting them to thrive in the ever-evolving world of IT and telecommunications.

## Microsoft Teams Assurance Dashboard

The CDR dashboard is a powerful tool that enables a customer to monitor and manage their call data records (CDRs) in real time. With the CDR dashboard, a customer can:

* view detailed information about each call, such as caller ID, duration, destination, and cost;
* filter, sort, and search CDRs by various criteria, such as date, time, number, or status;
* generate custom reports and charts based on their CDR data, such as call volume, usage trends, or performance metrics;
* export and download their CDR data in various formats, such as CSV, PDF, or Excel;
* set up alerts and notifications for any anomalies or issues with their CDRs, such as missing, incomplete, or mismatched records.

The CDR dashboard is designed to help a customer optimise their call quality, improve their billing accuracy, and enhance their end customer satisfaction. By using the CDR dashboard, a customer may gain valuable insights into their communications and ensure compliance with industry standards and regulations.

## Video Recording

In addition to voice recording, Kerv offers comprehensive video recording capabilities. This feature captures critical visual information from meetings, presentations and video conferences, ensuring a complete record of your organisation's communications.

## Instant Messaging/Text Recording

Kerv's text recording feature ensures that written communications, such as instant messages, emails and chat sessions, are documented. This provides a record of your organisation's written communications.

## Screen/Content Recording

With Kerv's screen and content recording functionality, a customer may capture important on-screen activities, such as software demonstrations, training sessions and presentations. This versatile feature provides a valuable record of an organisation's digital interactions, often providing support of compliance and performance improvement initiatives.

## Managed Service

The following services are included in the price of each platform and modality purchased. In the event the customer seeks additional features to those identified as ‘Included’ such shall be subject to additional cost.

**TABLE 3: Feature Table**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service | Included | Intelligence | Intelligence + | Monitoring | Assurance | Teams Assurance | Bespoke |
| Business Requirement Gathering workshop | **ü** |  |  |  |  |  |  |
| Voice Recording Management | **ü** |  |  |  |  |  |  |
| Remote Monitoring (SREs)​ | **ü** |  |  |  |  |  |  |
| Server Management | **ü** |  |  |  |  |  |  |
| Server monitoring​ | **ü** |  |  |  |  |  |  |
| SOC Service Requests logging. | **ü** |  |  |  |  |  |  |
| 24/7 Support (critical issues) | **ü** |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service | Included | Intelligence | Intelligence + | Monitoring | Assurance | Teams Assurance | Bespoke |
| 8/5 support (non-critical) | **ü** |  |  |  |  |  |  |
| 24/7 Support (non-critical issues) |  |  |  |  |  |  | **ü** |
| Infrastructure Monitoring | **ü** |  |  |  |  |  |  |
| Speech Transcription (Intelligent Voice) |  | **ü** | **ü** |  |  |  |  |
| Single Language |  | **ü** | **ü** |  |  |  |  |
| Muti-Language |  |  | **ü** |  |  |  |  |
| Export of transcription |  |  | **ü** |  |  |  |  |
| Recording Analysis |  | **ü** | **ü** |  |  |  |  |
| Recording Surveillance |  | **ü** | **ü** |  |  |  |  |
| Sentiment Analysis |  | **ü** | **ü** |  |  |  |  |
| Data Analysis and Visualisation |  |  | **ü** |  |  |  |  |
| Voice Monitoring |  |  |  | **ü** |  |  |  |
| Recording Assurance Monitoring |  |  |  | **ü** |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service | Included | Intelligence | Intelligence + | Monitoring | Assurance | Teams Assurance | Bespoke |
| Quality Validation Monitoring |  |  |  | **ü** |  |  |  |
| CDR Assurance |  |  |  |  | **ü** |  |  |
| Teams Assurance Dashboard |  |  |  |  |  | **ü** |  |
| PCI Compliance |  |  |  |  |  |  | **ü** |
| Ingestion from other platforms |  |  |  |  |  |  | **ü** |
| Storage of data in other regions |  |  |  |  |  |  | **ü** |
| Legacy Data Migration |  |  |  |  |  |  | **ü** |
| Third party delivery |  |  |  |  |  |  | **ü** |
| Data extraction service with SLA |  |  |  |  |  |  | **ü** |

## Business Requirement Gathering workshop

The purpose of the Business Requirement Gathering Workshop is to gather and understand the customers business needs in order to design a custom technical platform. In simpler terms, Kerv want to know what the customer needs, so that we may build the right solution that meets those needs successfully.

Kerv also conduct Lifecycle Management sessions regularly during the project deployment. The goal of these sessions is to stay on top of the project's objectives, priorities, deadlines, and potential risks. During these meetings, Kerv set up governance structures and effectively track the progress of tasks throughout the service transition assisting with maintaining the project timeline and delivery of the results expected.

## Voice Recording Management

Through the secure portal, customers have the ability to quickly locate specific voice recordings based on various criteria such as date, time, caller ID, or keywords. Users can then playback the recordings and perform further analysis.

Voice recording management is useful for capturing, storing, and managing voice communications within an organisation. It helps maintain compliance, improve quality assurance, and streamline the process of searching and analysing voice records.

## Remote Monitoring (SREs)

Remote monitoring, also known as Site Reliability Engineering (“**SRE**”), is a method used to make sure that applications and systems work smoothly and as intended, even when they're not physically located on site. Our SRE teams employ a range of tools and technologies to watch over and manage these systems from afar, making sure they're accessible, dependable and adaptable.

Kerv offer ongoing monitoring of a customer’s solution availability aiming to enhance its stability and lessen the customers management burden. This seeks to provide better reliability and steadiness of the solution, lessening downtime whilst providing a seamless operation. In performing this feature Kerv are primed to identify issues sooner, thereby providing a more stable and dependable solution for the customer business.

## Server patching

Server patching includes OS patching and Antivirus management. Kerv update all servers associated with the service with the latest security patches to improve security and protection against potential vulnerabilities. This provides an improved level of security against security threats for the server and the data held within it.

## Server monitoring

Kerv monitors the Azure and application environment 24x7x365 to identify application and server events to improve the reliability and stability of a customer solution, reducing downtime.

## Infrastructure monitoring

Kerv’s teams provide 24/7 observation of the infrastructure to maintain peak performance and identify potential issues before they escalate. This may lead to improved performance and dependability of the infrastructure. Through this action Kerv may consistently check that infrastructure consistently performs at its highest level. Alarms are in place to alert the engineering team, should anything not be as it should.

## Intelligence

Kerv's Intelligence bundle presents an all-inclusive package for businesses, featuring accurate speech transcription (‘Intelligent Voice’), thorough recording analysis, and vigilant recording surveillance. This solution simplifies the task of uncovering valuable insights, facilitating informed decision-making and trend spotting.

Kerv actively keeps an eye on communication channels to detect potential risks and compliance breaches, providing a safe and compliant workspace, while effectively conserving an organisation's time and resources.

## Intelligence plus

Intelligence plus offers all the benefits of Intelligence, plus sentiment analysis. Sentiment analysis is crucial for businesses looking for advanced insights into communications compliance, as it offers valuable insights into employee emotions and opinions. By assessing the emotional tone and context of conversations, organisations can address concerns, enhance satisfaction and make informed, data-driven decisions. Incorporating sentiment analysis into communication management may lead to increased end customer retention, improved employee engagement and a more effective business environment overall.

## Monitoring

Kerv’s all-encompassing monitoring package is designed to ensure seamless communication and security for a business. This solution combines three essential components: Voice Monitoring, Recording Assurance Monitoring and Quality Validation Monitoring.

Voice Monitoring provides reliable and secure voice recordings, giving confidence that every conversation is captured accurately.

Recording Assurance Monitoring ensures that the calls a customer expects to be recorded are documented, providing unmatched confidence in the integrity of communication archives.

Quality Validation Monitoring takes it a step further by examining the quality of calls, identifying any potential issues and ensuring crystal-clear communication. This combination of monitoring services is specifically tailored with the aim to deliver the best possible experience.

## Assurance

Kerv’s Assurance pack includes CDR assurance. For more information on CDR assurance please see the CDR assurance section above (section 2.1.6).

## Additional Services

## Voxivo Portfolio

Voxivo is a cloud-based communication platform that offers a range of voice, video, chat, and collaboration features for businesses of any size. Voxivo enables a customer to create, manage and scale their communication channels with ease and flexibility. There are different plans and options to suit a business’s needs and budget. Voxivo also integrates with popular third-party applications such as Microsoft Teams, Salesforce, Zendesk and more.

Voxivo can add value to Compliance Cloud by providing a secure and reliable communication platform that meets the high standards of compliance and regulation. Voxivo offers features such as encryption, data protection, audit trails and call recording providing the confidentiality, integrity and availability of a business’s communication data. It also allows an organisation to customise their communication policies and preferences according to their specific compliance requirements. With Voxivo, a business can communicate with its clients, partners and employees with confidence and trust.

## Bespoke

## Data ingestion from other platforms

The procedure of importing data from various platforms into a single solution. This makes the data readily available within the solution. Businesses benefit from the convenience of accessing all their data in one centralised location

## Storage of data in additional regions

The ability to store data in additional regions to improve redundancy and ensure data availability in case of a disaster. It provides a more robust data protection mechanism by replicating data across multiple geographies and helps improve the overall reliability of the solution.

## Legacy data migration

The migration of legacy data to a new system. It allows for the smooth transition of data from an older system to a newer one, ensuring data consistency and minimising the risk of data loss during the migration process.

## Third-party delivery

Working with third-party vendors to deliver recordings from an external platform into your solution portal to provide a more comprehensive solution to the customer.

## Data extraction service with SLA

A customer can extract its data from a solution within an agreed time frame of one week. Kerv’s process of extraction is reliable, efficient and secure.

Exit services will be available to the customer upon order termination and costs determined by the exit scenario. Upon such being agreed and access granted to commence the exit services, Kerv shall act upon request to export or decommission data and services.

During the exit management term, the customer will be charged at the consumed active user and inactive user level or the minimum committed volume as set out within the agreed contract.

## Licences

## Platform Licences

To purchase the solution, customers can choose a licence for the following platforms:

* Unified Communications Voice
* Contact Centre Voice
* Mobile Voice
* Trader Voice

A platform licence covers all related technologies (e.g., a Unified Communications licence includes both Teams and Zoom). For a complete list of supported technologies, please refer to Appendix 1 of this document.

Voice recording is included by default, with additional modalities available if needed:

* Instant Messaging (IM)
* Video
* Screen/Content

## Modality Licences

A modality licence is required for each separate platform.

Once your modalities are selected, you can choose from various add-ons – see the above Table 3 (the features table), for a detailed description of each pack:

* Intelligence
* Intelligence+
* Monitoring
* Assurance

Kerv also offer bespoke services for purchase if required. Kerv Compliance Cloud provides a range of advanced features that enhance communication, ensure secure and reliable recording and storage and deliver efficient, effective support.

To better understand the capabilities of this service, please see the overview table (Table 3 – Feature Table) which provides an outline of the key features and benefits that it provides.

## Support

## Change management

The following Change Management processes have been implemented at Kerv to control how changes will be implemented in the customer environment, with the aim of minimum disruption of services to a customer at the specified hours.

The Change Management process provides a framework that aims to:

* avoid Incidents and/or constrains during a Change implementation;
* ensure all tiers of support are aware and that risks are managed proactively ahead of the Change implementation;
* provide global visibility of all Change Requests (“**CRs**”);
* promote ongoing communication between central, local and vendor teams if assistance is required;
* request approval for all Service Impacting Changes and mutually agree on Change windows;
* log all changes so they are tracked within the Kerv ITSM tool;
* notify Customer on any changes required to rectify system faults;
* notify Customer on major software upgrades; and
* agree in writing between customer and Kerv any and all Major Changes on Voice recording software.

## Configuration Changes

As part of the Change Management process Kerv facilitate and execute configuration changes across the managed services in the Azure environment, this includes standard, normal, emergency and retrospective changes.

Kerv will:

* provide a change management notification to the customer for service impacting changes 48 hours before implementation;
* track, manage and monitor all configuration changes during operational support within the Kerv internal ITSM tool;
* Coordinate and execute changes to servers/services in scope of the maintenance agreement following CAB (Change Authority Board) approval;
* Complete pre-implementation and post-change activities across changes where applicable.
* Complete all service impacting changes outside of standard regional business hours to avoid impact to recording; and
* For Emergency maintenance that is immediately carried out, the customer is informed within 3 hours of the activity.

The Customer will:

* provide a distribution list for the change management notifications (service impacting); and
* acknowledge the change management notifications for service impacting changes.

## Monitoring

## System monitoring and event management

Kerv monitor the Azure and application environment 24x7x365 using appropriate monitoring systems for application and server events. This includes:

* monitoring of the backend Azure environment 24x7x365 for any critical issues;
* monitoring the performance of the servers in scope 24x7x365. (CPU, Hard drive usage, RAM usage, call count);
* monitoring application alerts and events for the teams recording application 24x7x365;
* monitoring application services across servers in scope of the maintenance agreement;
* in the case of events that generate an Incident, problem or change – ensure that these are formally closed within the internal Kerv ITSM tool once resolved;
* reviewing the event management (application & server) and identify significant events by introducing filtering rules; and
* periodically analyse application event logs for indication that the event patterns/trends [Notification, Warning, Error, Critical, Fatal] may indicate an underlying problem that may be addressed in advance of a serious service disruption.

## Service Measurement and Reporting

Kerv can provide email reports as per the customers reasonable requirements. The referenced service reports are optional and can be delivered at a frequency set by the customer (daily, weekly, monthly) for an agreed Charge.

Kerv are able to provide the following reports:

* audit log details;
* conversation access event details;
* extension configuration for users;
* recorded users and extensions;
* system permission configuration;
* a list of users, users conversations in volume, user roles, permissions and groups;
* several conversation activity reports including call activity details, call activity trends, non-recorded and incorrect conversation details; and
* disposal logs (recordings that are deleted by the system after its retention period).

Monthly reporting can be provided by Kerv to the customers team detailing support metrics (total service requests opened, closed, backlog of incident tickets, average age of incident tickets etc.)

## Out of Scope

The following list identifies tasks which are defined as ‘out-of-scope’ services and are not performed as a part of the Kerv services, except where otherwise agreed on a contractual basis.

Where a customer requires any of the below services, Kerv would ask you to discuss such with your Kerv account manager:

* any administrative changes to the Customer’s O365/M365 tenant in the pursuit of enabling regulated MS Teams users for policy-based recording by the Kerv Comms Compliance instance;
* any administrative changes to the Customer’s O365/M365 tenant in pursuit of granting admin consent to the Kerv registered recording provider bots;
* any end-to-end testing of the recording, search, and playback of production users. Kerv fully tests the Kerv Cloud Compliance instance and support Customer user testing but final testing must be completed by the Customer on their own equipment (e.g. laptop or PC), within their own network (e.g. corporate or over the internet), with production user accounts with Role Based Access Controls permissions set at the appropriate level;
* RBAC Definition - Each user is associated to at least one ‘Role’ within the Kerv Cloud Compliance call recording platform. The Role defines the system permissions afforded to the each user that is associated to it. Where multiple Roles are assigned to a user, the highest permissions are always granted. Customers are able to assign their users to any one of the default in-built Roles, or define new Roles specific to their requirements. The Role governs the user interface menus made available to each User, the User’s Conversation Access Scope, and other system level permissions. Customers administrators are given training on the purposes of Roles during the offered training sessions;
* any on-site working. All the Supplier’s Services are delivered remotely; and
* any tasks, functions or responsibilities not specifically described as part of the agreed Contract or as set out in any of the supporting Documentation Support Services, which are necessary or incidental to the proper provision of those Services are deemed to be included as part of the Support Services as if specifically described in this SoW schedule.

Appendix 1

The following table provides information as to the list of supported technologies:

**TABLE A1: Supported Technologies**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Modality | Voice | Text | Video | Desktop Screen |
| Platform |
| Contact Centre | | | | |
| Cisco UCCE | **ü** |  |  | **ü** |
| Cisco UCCX | **ü** |  |  | **ü** |
| Genesys PureEngage | **ü** |  |  | **ü** |
| Mobile | | | | |
| EE | **ü** |  |  |  |
| Centile | **ü** |  |  |  |
| O2 | **ü** |  |  |  |
| SMS |  | **ü** |  |  |
| Truphone | **ü** |  |  | **ü** |
| Vodafone | **ü** |  |  |  |
| Trader Voice | | | | |
| BT IP Trade | **ü** |  |  |  |
| Cloud9 | **ü** |  |  |  |
| IPC Connexus | **ü** |  |  |  |
| Speakerbus | **ü** |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Modality | Voice | Text | Video | Desktop Screen |
| Platform |
| Unified Communications | | | | |
| Avaya CM | **ü** |  |  | **ü** |
| Avaya ESBC | **ü** |  | **ü** | **ü** |
| Bloomberg Chat\* |  |  |  |  |
| Cisco | **ü** |  | **ü** | **ü** |
| Cisco IM&P |  | **ü** |  |  |
| Cisco UBE (CUBE) | **ü** |  | **ü** | **ü** |
| Cisco UCM (CUCM) | **ü** |  |  | **ü** |
| Cisco Voice Gateway | **ü** |  |  | **ü** |
| Cisco Webex Teams | **ü** | **ü** |  |  |
| MetaSwitch Perimeta SBC | **ü** |  | **ü** | **ü** |
| Microsoft Skype for Business | **ü** |  | **ü** |  |
| Microsoft Teams | **ü** | **ü** | **ü** | **ü** |
| Oracle/ACME Packet SBC | **ü** |  | **ü** | **ü** |
| RingCentral | **ü** |  |  |  |
| SIP compatible | **ü** |  | **ü** | **ü** |
| SIP/SCCP compatible | **ü** |  | **ü** | **ü** |
| Symphony | **ü** | **ü** |  | **ü** |
| Zoom | **ü** | **ü** | **ü** | **ü** |

\*Kerv can ingest Bloomberg chat data, but cannot capture it.