

# Key Virtual Hearing Platform Capability Considerations

A Pandemic Resource from NCSC

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## Key Virtual Hearing Platform Capability Considerations

- Participant maximum
- Video and Audio participation
- Telephone access
- On-demand and scheduled hearings
- Private meeting codes or links to join
- Limits on hearing length
- Waiting room feature
- Private conference room feature
- In-meeting host controls (e.g. mute, turn off video, etc.)
- Screen sharing and file transfer
- Chat feature (group and person-to-person)
- Integrated interpreter function
- Virtual or blurred background
- Integrated remote streaming (e.g. YouTube, Facebook)
- Recording function – local and cloud storage
- Automated transcripts
- Interoperability (Mac, Windows, iOS, Android)
- Customization – URL, branding, etc.
- End-to-end encryption
- Authentication
- Administrative reporting dashboard
- Internal and external user friendliness
- Live chat and phone support
- Cost