

Avaya Analytics™ Release 3.x

Historical Reporting

Voluntary Product Accessibility Template (VPAT)

Avaya Analytics™ Release 3.x allows customers to access and visualize Avaya Oceana™ data to build reports based on Agent, Accounts and Routing Service. Avaya Analytics™ ships with a predefined set of reports to allow the customers to use, customize or develop their own reports to suit their needs. Avaya Analytics™ leverages Oracle Business Intelligence Enterprise Edition (OBIEE) which is a browser-based application which gives the customer the flexibility to do this. This visualization will allow customers to quickly understand and report on the data of interest. This visualization will represent the Customer Journey.

Support Levels

Support Level	Description
Supports	Avaya Analytics™ fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya Analytics™ does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
Supports through Equivalent Facilitation	Avaya Analytics™ provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya Analytics™ fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya Analytics™ does not meet the letter or intent of the criterion.
Not Applicable	The criterion does not apply.
Not Applicable – Fundamental Alteration Exception Applies	A fundamental alteration of Avaya Analytics™ is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports
Section 1194.22 Web-based Intranet and Internet Information and Applications	Supports with Exceptions
Section 1194.23 Telecommunications Products	Not Applicable
Section 1194.24 Video and Multi-media Products	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable
Section 1194.31 Functional Performance Criteria	Supports with Exceptions
Section 1194.41 Information, Documentation and Support	Supports

1194.21 Software Applications and Operating Systems

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<p>1194.21(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	Supports with Exceptions	<p>The product makes use of predefined hot-keys to allow the user to perform specific action and navigation.</p> <p>Avaya Analytics™ does not use Scalable Vector Graphs (SVG) but these are an exception as the navigation of SVG elements are not be fully supported by Oracle in this context.</p>
<p>1194.21(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	Supports	<p>The product does not disable accessibility features associated with any other running application, or which have been turned on at the operating system level</p>
<p>1194.21(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.</p>	Supports	<p>The current focus location is programmatically exposed for elements that can receive focus</p>
<p>1194.21(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	Supports	<p>All form fields, images, and icon buttons have attributes including LABEL, TITLE, SUMMARY, CAPTION</p> <p>Additional state information is programmatically exposed for HTML controls, such as whether a field is 'required'.</p>
<p>1194.21(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	Supports	<p>Where bitmap images are used they will be consistent throughout the application.</p>

1194.21 Software Applications and Operating Systems

Criteria	Support Levels	Remarks and Explanations
1194.21(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Text is supplied through HTML or injected into the browser DOM; the browser is responsible for exposing such content in a way that is usable by assistive technology on the platform.
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The product does not override the color and contrast attributes of the operating system
1194.21(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	All information may be viewed as text on screen.
1194.21(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Wherever color is used to convey information, a text alternative is also displayed via text or font weight.
1194.21(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	The product does not permit users to select color and contrast settings that are independent of those specified via the operating system.
1194.21(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	No parts of the product uses flashing or blinking outside the frequencies specified
1194.21(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	All fields are fully accessible via the keyboard

1194.22 Web-based Intranet and Internet Applications

Criteria	Support Levels	Remarks and Explanations
1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with exceptions.	Images that convey information have meaningful alternative text using ALT Images that are decorative are marked up using ALT="" or CSS Avaya Analytics™ does not use Scalable Vector Graphs (SVG) but these are an exception as the navigation of SVG elements are not be fully supported by Oracle in this context.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	No multimedia presentations are used in this solution.
1194.22(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Color alone is not used to convey information
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Style sheets are used only to change the layout and presentation on the screen
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Product does not make use of image maps.
1194.22(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Product does not make use of image maps.
1194.22(g) Row and column headers shall be identified for data tables.	Supports	Table markup is used for marking up data tables, including row and column headers and table captions/summaries where appropriate
1194.22(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	Table markup is used for marking up data tables, including row and column headers and table captions/summaries where appropriate
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Supports	Frames have a meaningful title specified in the title attribute
1194.22(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	No portion of the screen flickers or flashes with a frequency between 2 Hz and 55 Hz

1194.22 Web-based Intranet and Internet Applications

Criteria	Support Levels	Remarks and Explanations
<p>1194.22(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of these standards, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Not Applicable</p>	<p>The nature of the data visualization does not lend itself to be represented in plain text format. Oracle believe that the text-only pages are not necessary because pages have been coded to meet other applicable standards such as all elements and controls having programmatically associated names, derived from HTML attributes.</p>
<p>1194.22(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.</p>	<p>Supports</p>	<p>All information will be accessible as text.</p> <p>Labels or instructions are provided when the product requires user input</p> <p>HTML controls have a programmatically associated name, derived from the appropriate HTML elements and attributes including LABEL, TITLE, SUMMARY, CAPTION, etc.</p> <p>Additional state information is programmatically exposed for HTML controls, such as whether a field is 'required'.</p> <p>Custom controls have appropriate roles specified using the role attribute</p> <p>Custom controls have appropriate state and property information conveyed using the relevant WAI-ARIA or HTML5 attributes</p> <p>Custom controls have a meaningful programmatically exposed name</p> <p>Frames have a meaningful title specified in the title attribute</p>
<p>1194.22(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Not Applicable</p>	<p>No applets or plugins required.</p>

1194.22 Web-based Intranet and Internet Applications

Criteria	Support Levels	Remarks and Explanations
1194.22(n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	All form information/elements will be accessible.
1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	No repetitive navigation links are exposed.
1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	No timed response required.

1194.31 Functional Performance Criteria

Criteria	Support Levels	Remarks and Explanations
1194.31(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supports	Application will work with Screen reader. All data in the application will be accessible as text.
1194.31(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports	
1194.31(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Not Applicable	No audio used in application.
1194.31(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	No audio used in application.
1194.31(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Not Applicable	No user speech required in application.
1194.31(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	The product inherits and supports all mouse or keyboard settings applied at the operating system level.

1194.41 Information, Documentation and Support

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.41(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Will provide upon request. Documentation for this product is available in accessible electronic format.
1194.41(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Will provide upon request. Documentation for this product is available in accessible electronic format.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Oracle customers have access to electronic support through My Oracle Support or by calling Oracle Support at 1.800.223.1711. Hearing-impaired customers in the U.S. who wish to speak to an Oracle Support representative may use a telecommunications relay service (TRS). Information about the TRS is available at http://www.fcc.gov/cgb/consumerfacts/trs.html , and a list of telephone numbers is available at http://www.fcc.gov/cgb/dro/trsphonebk.html . International hearing-impaired customers should use the TRS at +1.605.224.1837. An Oracle Support engineer will respond to technical issues according to the standard service request process.

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