

Avaya Oceana™ Workspaces 3.5

Voluntary Product Accessibility Template (VPAT)

The key business goal of Avaya Oceana™ Workspaces 3.5 is to create a single unified agent desktop platform upon which a new generation of clients can be easily built and maintained. By building a flexible client framework it will allow the development of various clients, each of which has the potential to work with the various contact center solutions in Avaya or target a specific solution. The evolution of the desktop platform and client framework will allow for much simplified integration with the customer's ecosystem and business model.

Support Levels

Support Level	Description
Supports	Avaya Oceana™ Workspaces 3.5 fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya Oceana™ Workspaces 3.5 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 Oceana™ Workspaces 3.5 provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya Oceana™ Workspaces 3.5 fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya Oceana™ Workspaces 3.5 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 Oceana™ Workspaces 3.5 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
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
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>
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.	Supports	Avaya Oceana™ Workspaces 3.5 makes use of predefined hotkeys which will enable the user perform actions and navigate using keyboard only.
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.	Supports	Avaya Oceana™ Workspaces 3.5 does not disable accessibility features associated with any other running application, or which have been turned on at the operating system level.
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.	Supports	The current focus location is programmatically exposed for elements that can receive focus. (The ability to provide a “well-defined on-screen indication of the current focus” is dependent on the browser, some of which do a better job than others satisfying this requirement.)
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.	Supports	All form fields, images, and icon buttons have associated text labels or tool tips describing their name and current state.
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.	Not Applicable	Avaya Oceana™ Workspaces 3.5 does not use bitmap images to identify controls, status indicators or other Programmatic elements.
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	Textual information is provided through operating system functions for displaying text.

1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Avaya Oceana™ Workspaces 3.5 does not override the color and contrast attributes that may be selected via the user preference options in Google Chrome, Safari, and Internet Explorer.
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	There are no animations
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.
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	Avaya Oceana™ Workspaces 3.5 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 Avaya Oceana™ Workspaces 3.5 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

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	All form fields, images, and icon buttons have associated text labels or tool tips describing their name and current state.
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.	Not applicable	As a modern web application Avaya Oceana™ Workspaces 3.5 relies heavily on styles and content organization would be difficult to read without using these styles.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	Avaya Oceana™ Workspaces 3.5 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	Avaya Oceana™ Workspaces 3.5 does not make use of image maps.
1194.22(g) Row and column headers shall be identified for data tables.	Supports	Avaya Oceana™ Workspaces 3.5 identifies row and column headers for data tables.
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.	Not Applicable	Avaya Oceana™ Workspaces 3.5 has no tables with two or more logical levels of row or column headers.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Supports	Frames are used for "Screenpops" in Avaya Oceana™ Workspaces 3.5 and are titled.
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	There are no flickering pages or objects.
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.	Not Applicable	Avaya Oceana™ Workspaces 3.5 has a heavily interactive UI, where it would not make sense to display static content, except for in Help pages.

<p>1194.22(i) 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>The information provided by scripts in Avaya Oceana™ Workspaces 3.5 is identified with functional text that can be read by assistive technology.</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>Applet plug-ins are not used in this solution.</p>
<p>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.</p>	<p>Supports</p>	<p>All forms within Avaya Oceana™ Workspaces 3.5 adhere to W3C standards and make use of assistive features such as labels to provide cues to the user.</p>
<p>1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports</p>	<p>Avaya Oceana™ Workspaces 3.5 makes shortcut links and hotkeys available to allow users to skip repetitive content.</p>
<p>1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not Applicable</p>	<p>When an Agent receives an incoming interaction, they may be given a set time to accept that interaction. If they do not accept the interaction in the allowed time it will re-enter the queue to be assigned to another Agent.</p>

§ 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
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	Avaya Oceana™ Workspaces 3.5 is usable in conjunction with text-to-speech screen-reading assistive software. All functions are accessible via the keyboard.
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	Avaya Oceana™ Workspaces 3.5 is usable in conjunction with screen-magnifying assistive software.
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	An Agent with hearing difficulties may not be able to work on a voice call. However, that Agent would be able to work on other channels, such as Chat, Email, SMS, Social Media.
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.	Supports	Audio alerts are used in Avaya Oceana™ Workspaces 3.5 for incoming interactions. These alerts make it easy for the user to determine what type of interaction is being presented. Text is displayed to the user also.
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	An Agent with speech difficulties may not be able to work on a voice call. However, that Agent would be able to work on other channels, such as Chat, Email, SMS, Social Media.
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	Avaya Oceana™ Workspaces 3.5 makes allowances for and supports users who require the ability to interact with the UI using assistive tools, such as keyboard only, mouse only and screenreaders.

§ 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.
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.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Contact Avaya Support for accessibility-related issues.

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