

# Contact Flow Analytics 7.1 Performance Analytics Administration

## Voluntary Product Accessibility Template (VPAT)

Contact Flow Analytics (CFA) 7.1 provides historical reports of contact center operations. The user interface is accessed by operations managers, business and data analysts, telecommunication system administrators, and contact center supervisors.

This document describes only the Performance Analytics Administration (PAA) component of CFA. The contact flow visualization component of CFA is not included because it is used only by telecommunication system administrators who must be able to see the results and interact with the user interface. Other components of the overall CFA product, not addressed in this document, include Avaya IQ and the Oracle Business Intelligence Enterprise Edition (OBIEE) 11.1.1.6.2 interface.

The PAA user interface is browser-based. The statements in this document are valid only when the interface is accessed with Microsoft Internet Explorer 9.

### Support Levels

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

## Compliance Summary

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

## § 1194.21 Software Applications and Operating Systems

Criteria	Support Levels	Remarks and Explanations
<p><b>1194.21(a)</b> 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>	<b>Does Not Support</b>	<p>The PAA user interface presents a menu on the left-hand side of the display, from which users may select the category of work to be performed. This menu is not navigable from the keyboard, nor can menu items be selected via the keyboard.</p> <p>Within the tables presented by PAA, it is not possible to move from cell-to-cell or row-to-row using keyboard commands.</p> <p>In most cases, the result of performing a function can be discerned textually.</p>
<p><b>1194.21(b)</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>	<b>Supports</b>	<p>PAA does 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.</p> <p>PAA does 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>

<p><b>1194.21(c)</b> 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>	<p><b>Does Not Support</b></p>	<p>PAA does not programmatically expose input focus in a manner that allows assistive technology to track focus and focus changes.</p>
<p><b>1194.21(d)</b> 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>	<p><b>Supports</b></p>	<p>PAA buttons have text labels that can be read by assistive technology. The buttons can have two states: enabled or disabled. The disabled buttons cannot gain focus. (For example, unlike the enabled buttons, it is not possible to “tab” to a disabled button.)</p>
<p><b>1194.21(e)</b> 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>	<p><b>Supports</b></p>	<p>The meanings of images that are presented more than once by PAA are consistent throughout the application's performance.</p>
<p><b>1194.21(f)</b> 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.</p>	<p><b>Does Not Support</b></p>	<p>Textual information is not provided through operating system functions for displaying text.</p>
<p><b>1194.21(g)</b> Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p><b>Supports with Exceptions</b></p>	<p>The PAA display responds correctly to some, but not all, contrast and color selections that may be made via the operating system and browser preferences settings.</p>
<p><b>1194.21(h)</b> When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p><b>Supports with Minor Exceptions</b></p>	<p>Animation is displayed, typically for only a few seconds, when data are loading upon initiation by the user. No functions are available within the display until loading is complete.</p>
<p><b>1194.21(i)</b> Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p><b>Supports</b></p>	<p>The text labels associated with certain actions (specifically [Select] All, [Select] None, Apply, Clear, &lt; Previous, and Next &gt;) are color-coded. In all cases, the text labels convey the respective actions.</p>
<p><b>1194.21(j)</b> 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.</p>	<p><b>Not Applicable</b></p>	<p>PAA does not permit users to adjust the color and contrast settings.</p>
<p><b>1194.21(k)</b> 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.</p>	<p><b>Supports</b></p>	<p>There is no use of flashing or blinking text, objects, or other elements.</p>

<p><b>1194.21(I)</b> 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.</p>	<p><b>Supports with Exceptions</b></p>	<p>Although the individual fields in PAA's electronic forms allow people using assistive technology to access the necessary information and field elements, the ability to navigate to and select specific fields via the keyboard is not fully supported.</p>
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<h2 style="text-align: center;">§ 1194.22 Web-based Intranet and Internet Applications</h2>		
<p><b>Criteria</b></p>	<p><b>Support Levels</b></p>	<p><b>Remarks and Explanations</b></p>
<p><b>1194.22(a)</b> A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p>	<p><b>Supports with Exceptions</b></p>	<p>The labels on the left and right shuttle buttons are the text symbols "&lt;" and "&gt;", which are voiced by text-to-speech adjuncts as "less than" and "greater than" (as opposed to something that might be more meaningful, such as "left" and "right").</p> <p>The text entry fields do not have underlying descriptive tags, but they do have descriptive text labels immediately to the left of the field.</p>
<p><b>1194.22(b)</b> Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p>	<p><b>Not Applicable</b></p>	<p>There is no multimedia content.</p>
<p><b>1194.22(c)</b> Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</p>	<p><b>Supports</b></p>	<p>The text labels associated with certain actions (specifically [Select] All, [Select] None, Apply, Clear, &lt; Previous, and Next &gt;) are color-coded. In all cases, the text labels convey the respective actions.</p>
<p><b>1194.22(d)</b> Documents shall be organized so they are readable without requiring an associated style sheet.</p>	<p><b>Does Not Support</b></p>	<p>The PAA user interface is not readable without the associated style sheet.</p>
<p><b>1194.22(e)</b> Redundant text links shall be provided for each active region of a server-side image map.</p>	<p><b>Not Applicable</b></p>	<p>There are no server-side image maps.</p>
<p><b>1194.22(f)</b> 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.</p>	<p><b>Not Applicable</b></p>	<p>There are no client-side image maps.</p>
<p><b>1194.22(g)</b> Row and column headers shall be identified for data tables.</p>	<p><b>Does Not Support</b></p>	<p>Although there are column headers, the ability to select specific cells within a table is not supported. As a result, the column header information for cells is not accessible to assistive technologies.</p>
<p><b>1194.22(h)</b> 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.</p>	<p><b>Not Applicable</b></p>	<p>There are no tables that have two or more logical levels of row or column headers.</p>

<b>1194.22(j)</b> Frames shall be titled with text that facilitates frame identification and navigation.	<b>Does Not Support</b>	
<b>1194.22(j)</b> Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<b>Supports</b>	There is no use of flashing or blinking text, objects, or other elements.
<b>1194.22(k)</b> 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.	<b>Does Not Support</b>	A text-only page is not provided.
<b>1194.22(l)</b> 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.	<b>Supports</b>	Information created in real-time by scripts is presented in text that is readable by assistive technology.
<b>1194.22(m)</b> 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).	<b>Not Applicable</b>	PAA does not require applets or plug-ins to be present on the client.
<b>1194.22(n)</b> 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.	<b>Supports with Exceptions</b>	Although the individual fields in PAA's electronic forms allow people using assistive technology to access the necessary information and field elements, the ability to navigate to and select specific fields via the keyboard is not fully supported.
<b>1194.22(o)</b> A method shall be provided that permits users to skip repetitive navigation links.	<b>Does Not Support</b>	Methods are not provided that permit users to skip repetitive navigation links.
<b>1194.22(p)</b> When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	<b>Does Not Support</b>	PAA terminates sessions automatically if sixty minutes elapse without the user making any entries. If this occurs, unsaved changes will be lost. PAA does not alert the user prior to terminating the session.

## § 1194.31 Functional Performance Criteria

Criteria	Support Levels	Remarks and Explanations
<b>1194.31(a)</b> 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.	<b>Does Not Support</b>	Full keyboard access to some essential functions, such as the work item menu, is not supported.  In some cases, support for text-to-speech screen-reading adjuncts is not provided.
<b>1194.31(b)</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.	<b>Supports with Exceptions</b>	Support is provided for some assistive technologies and some types of visual impairment, but not all. Please refer to the §1194.21 and 1194.22 responses for additional details.
<b>1194.31(c)</b> 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.	<b>Supported</b>	The PAA user interface is operable without user hearing. All information is presented visually.
<b>1194.31(d)</b> 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.	<b>Not Applicable</b>	All information is presented visually.
<b>1194.31(e)</b> 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.	<b>Supports</b>	The PAA user interface is operable without user speech. All user inputs are via mechanical devices, such as keyboard and mouse.
<b>1194.31(f)</b> 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.	<b>Supports</b>	The PAA user interface does not require simultaneous actions. Support for users with limited fine motor control, limited strength, or limited reach is dependent on the user's input devices and operating system settings.

## § 1194.41 Information, Documentation and Support

Criteria	Support Levels	Remarks and Explanations
<b>1194.41(a)</b> Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	<b>Supports</b>	Will provide upon request.
<b>1194.41(b)</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.	<b>Supports</b>	Will provide upon request.
<b>1194.41(c)</b> Support services for products shall accommodate the communication needs of end-users with disabilities.	<b>Supports</b>	<p>Avaya's point-of-contact for accessibility-related issues:</p> <p style="text-align: center;">Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740</p> <p style="text-align: center;">prmichaelis-at-avaya.com</p>

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