IP Office Contact Center R9.0 Supervisor User Interface
Voluntary Product Accessibility Template (VPAT)

IP Office Contact Center R9.0 is a multimedia contact center suite that runs on the Windows Operating System. The suite includes applications that are accessed by contact center agents, contact center supervisors, and contact center customers. Separate VPATs are available for each of these applications.

The statements in this document refer to the IP Office Contact Center Supervisor application. This is a thick client graphical user interface that resides on the contact center supervisor's desktop PC. The application includes a thin client component that runs in an integrated browser window.

The responses in § 1194.21 "Software Applications and Operating Systems" apply to the thick client components of the application, and do not apply to the thin client component. The responses in § 1194.22 "Web-based Intranet and Internet Applications" apply to the thin client.

Support Levels

Support Level	Description
Supports	The IP Office Contact Center Supervisor application fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	The IP Office Contact Center Supervisor application 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	The IP Office Contact Center Supervisor application provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	The IP Office Contact Center Supervisor application fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	The IP Office Contact Center Supervisor application 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 the IP Office Contact Center Supervisor application is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions
Section 1194.22 Web-based Intranet and Internet Information and Applications	Does not Support
Section 1194.23 Telecommunications Products	Not Applicable (Please refer to the VPAT of the IP Office telephone that will be used in conjunction with the IP Office Contact Center Supervisor application.)
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

Criteria	Support Levels	Remarks and Explanations
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 with Exceptions	Most functions presented by the IP Office Contact Center Agent Interface are executable from the keyboard. (It is expected that the telephone's dial pad, rather than the PC keyboard, will be used for dialing numbers.) An exception is that keyboard-based control of focus is limited when accessing the configuration component of the application. Examples of functions that cannot be executed from a keyboard include: • Assigning or reassigning an agent to an agent group. (Note that agent assignment may be done automatically by the IP Office Contact Center when the agent logs into the system.) • Selecting a real-time monitoring element. • Switching between "inbound view" (i.e., calls received by the contact center) and "outbound view" (i.e., calls initiated by the contact center). • Specifying the content and format of the real-time and historical reports. • Selecting an item that is displayed in the taskbar. (The items in the taskbar are not directly accessible via the keyboard, but can be accessed using the Tab key within the "go to" menu.) In most cases, the result of performing a function is not displayed in text, and therefore will not be vocalized by text-to-speech assistive adjuncts.

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	IP Office Contact Center Supervisor Interface does not disrupt or disable activated features of other products that are identified as accessibility features, nor does is disrupt or disable activated features of operating systems.
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 with Exceptions	A well-defined on-screen indication of the current focus is provided. The focus is programmatically exposed so that assistive technology can track the focus and focus changes. Exceptions include: • In some cases, the position of the cursor within a field that has focus is not well defined. • Switching from "first screen" to "home screen" and back to "first screen" results in an inappropriate focus positioning.
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.	Does not Support	The major fields, menus and buttons have associated text describing the identity of the element. Many graphic elements have associated tool tips, describing the function. The identity information and tool tips are readable by assistive technologies. Some of the graphic elements presented by the interface, such as the images that convey state information, do not have associated text labels or tool tips.
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.	Supports	No images appear more than once.
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. Text content and text input caret location are available.
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does not Support	In most cases, modification of the Windows system display settings does not alter the appearance of the interface appropriately.

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	The interface does not use 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.	Does not Support	In some cases, a change in the state of an element is indicated solely by a change in color, with no accompanying descriptive text.
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.	Supports	Color adjusting is supported for the "real-time information" and "reporting" components of the supervisor interface. The colors can be selected from a palette. Within the browser component of the supervisor interface, the color of the text may be adjusted but not the color of the background.
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	
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	The text information of the electronic forms is readable by assistive technology.

§ 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).	Does not Support	Some fields, menus and buttons have textual tool tips. The non-text elements in the historical data tables do not have associated text.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
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.	Does not Support	
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does not Support	The information presented by the thin client application is not readable without an associated style sheet.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	
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	
1194.22(g) Row and column headers shall be identified for data tables.	Does not Support	The data tables do not have descriptive column and row headers.
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.	Does not Support	
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Does not Support	The frames do not have titles that are readable by assistive technologies.
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	
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.	Supports through Equivalent Facilitation	The historical reporting data can be exported to a text-only Excel spreadsheet.

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.	Does not Support	
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).	Not Applicable	
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.	Not Applicable	
1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	There are no repetitive navigation links.
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	

§ 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.	Does not Support	Most aspects of the thick client component of the Supervisor interface are operable without user vision when accessed in conjunction with appropriate assistive technology. The exceptions are described in the § 1194.21 responses. The thin client component of the Supervisor interface is not operable without vision.
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 with Exceptions	Most components of the Supervisor interface are operable with limited user vision when accessed in conjunction with appropriate assistive technology. The exceptions are described in the § 1194.21 and § 1194.22 responses.
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.	Supports	The IP Office Contact Center Supervisor interface is operable without user hearing.*
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	The IP Office Contact Center Supervisor interface is operable without user hearing.*
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.	Supports	The IP Office Contact Center Supervisor interface is operable without user speech.
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	No mode of operation or information retrieval in requires fine motor control or simultaneous actions. Conformance with the reach and strength requirements is dependent on the user's endpoint device.
* The IP Office Contact Center Agent Supervisor interface is operated in conjunction with Avaya IP Office telephones. For information about support for users who are deaf or hard-of-hearing, please refer to the VPATs for the telephones.		

§ 1194.41 Information, Documentation and Support

Criteria	Support Levels	Remarks and Explanations
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	Avaya's point-of-contact for accessibility-related issues: Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740 prmichaelis-at-avaya.com

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