## Avaya one-X® Agent 2.5.4
## Voluntary Product Accessibility Template
## § 1194.21 – Software Applications and Operating Systems
## § 1194.31 – Functional Performance Criteria

## Overview

Overall, the Avaya one-X Agent graphical user interface is largely compliant with the relevant Section 508 standards[1]. The level of compliance is more accurately conveyed in the context of specific disability and Assistive Technology ("AT") types.

For users who are blind and are using screen reader software, the most accurate compliance score is "Supports when Combined with Compatible Assistive Technology." Avaya one-X Agent is based upon a newer Windows user interface platform from Microsoft known as "Windows Presentation Foundation" ("WPF"). Support for WPF-based applications by assistive technologies is improving, but is currently incomplete. The screen reader that provides the highest level of accessibility with Avaya one-X Agent is Microsoft's own "Narrator", a limited-functionality screen reader that is built into Windows operating systems. This is followed by the latest version of JAWS for Windows, version 11.0. Based on its high level of accessibility with Narrator, Avaya one-X Agent has demonstrated that it generally meets the technical requirements for WPF-based applications.

For low vision users, the most accurate compliance score is "Supports with Exceptions." Avaya one-X Agent uses a custom scheme of colors and fonts that cannot be changed by the user. This fixed set of colors and fonts may be problematic for some low vision users. The use of screen magnification software is supported, and most of these products have features that allow the user to override the colors of the application and enlarge the fonts.

For keyboard-only usage, Avaya one-X agent offers enhanced keyboard commands to control the application. Users should refer to the available documentation for Avaya one-X Agent.

NOTE: SSB BART Group did not audit Avaya one-X Agent with respect to the requirements in § 1194.23 – Telecommunication Products. The § 1194.23 audit of Avaya one-X Agent was performed by Avaya. The results are reported in a separate VPAT.

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[1] § 1194.21 – Software Applications and Operating Systems
§ 1194.31 – Functional Performance Criteria

## Compliance Summary

| Criteria | Supported |
|---|---|
| Section 1194.21 Software Applications and Operating Systems | **Supports with Exceptions** |
| Section 1194.22 Web-based Internet Information and Applications | Not Applicable |
| Section 1194.23 Telecommunications Products | ***Described in a separate document*** |
| 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 when Combined with Compatible AT** |
| Section 1194.41 Information, Documentation and Support | Not Applicable |

## Support Levels

| Support Level | Description |
|---|---|
| **Supports** | Product fully meets the letter and intent of the Criteria. |
| **Supports with Exceptions/Minor Exceptions** | Product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria. |
| **Supports through Equivalent Facilitation** | Product provides an alternate way to meet the intent of the Criteria. |
| **Supports when Combined with Compatible AT** | Product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. |
| **Does Not Support** | Product does not meet the letter or intent of the Criteria. |
| **Not Applicable** | The Criteria does not apply. |
| **Not Applicable - Fundamental Alteration Exception Applies** | A Fundamental Alteration of Product is required to meet the Criteria. |

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## § 1194.21 Software Applications and Operating Systems

| Criteria | Support Level | Remarks and Explanations |
| --- | --- | --- |
| (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 one-X Agent provides functions that are executable from a keyboard. |
| (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 with Exceptions** | Avaya one-X Agent uses a custom color scheme that does not change when the user enables High Contrast mode or otherwise changes system colors.<br><br>All other accessibility features are supported by Avaya one-X Agent. |
| (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** | Avaya one-X Agent supports programmatic focus tracking and visual identification of the currently focused element. |
| (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 when Combined with Compatible Assistive Technologies** | The Assistive Technology product in use must support the accessibility features of the WPF Platform. |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent | **Supports** | All bitmap images used in Avaya one-X Agent are utilized in a consistent fashion throughout the application. |

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| Criteria | Support Level | Remarks and Explanations |
|---|---|---|
| throughout an application's performance. | | |
| (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 when Combined with Compatible Assistive Technologies** | The Assistive Technology product in use must support the accessibility features of the WPF Platform. |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | **Does Not Support** | Avaya one-X Agent uses a fixed color scheme that is independent from the Windows color settings. |
| (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** | Avaya one-X Agent does not use animation to display information. |
| (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** | Color coding is not used as the sole method of conveying information. |
| (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 one-X Agent does not permit a user to adjust color and contrast settings. |
| (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** | Avaya one-X Agent does not utilize flashing or blinking elements. |
| (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 when Combined with Compatible Assistive Technologies** | The Assistive Technology product in use must support the accessibility features of the WPF Platform. |

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## § 1194.31 Functional Performance Criteria

| Criteria | Support Level | Remarks and Explanations |
| --- | --- | --- |
| (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 when Combined with Compatible Assistive Technologies** | The Assistive Technology product in use must support the accessibility features of the WPF Platform. |
| (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** | The color scheme and fonts used in Avaya one-X Agent are fixed and cannot be changed. However, Avaya one-X Agent works correctly with low vision Assistive Technologies that support the WPF platform. |
| (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** | Avaya one-X Agent supports a mode of operation for people who are deaf or hard of hearing. |
| (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** | Avaya one-X Agent does not does not require users to perceive audio information for use. |
| (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** | Avaya one-X Agent does not require users to produce speech for use. |
| (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 one-X Agent provides a mode of operation for assistive technology used by people who are mobility impaired. |

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## § 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:<br><br>Dr. Paul R. Michaelis<br>Voice: 303-538-4101<br>TTY: 303-538-3740<br><br>prmichaelis-at-avaya.com |

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