

Avaya one-X® Agent 2.5.4

Voluntary Product Accessibility Template (VPAT)

Avaya one-X Agent 2.5.4 can operate in one of two telephone configurations.

Computer Configuration

In this configuration, there is no separate, physical telephone. Instead, the PC and Avaya one-X Agent together act as the telephone. Voice is received and sent over the sound system of the PC, typically by a microphone-equipped USB or Bluetooth headset, or by a microphone-equipped headset attached directly to the sound card of the PC. This configuration is also known as My Computer Mode and was also known as Road Warrior Mode.

Telephone Configuration

In this configuration, the agent utilizes a physical telephone – analog, digital, or IP – for communication. The telephone can be directly attached to the Communication Manager (Desk Phone Mode), or any phone attached to the PSTN (Telecommuter Mode). The telephone's control functions, such as dialing, placing a call on hold, transferring the call, and so on, are controlled and operated via the Avaya one-X Agent PC user interface.

NOTE: SSB BART Group audited Avaya one-X Agent 2.5.4 with respect to the requirements in § 1194.21 (Software Applications and Operating Systems) and § 1194.31 (Functional Performance Criteria). The results are reported in a separate VPAT that was authored by SSB BART Group.

Support Levels

| Support Level | Description |
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| Supports | Avaya one-X Agent 2.5.4 fully meets the letter and intent of the criterion. |
| Supports with Exceptions/Minor Exceptions | Avaya one-X Agent 2.5.4 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 one-X Agent 2.5.4 provides an alternate way to meet the intent of the criterion. |
| Supports when combined with Compatible Assistive Technology | Avaya one-X Agent 2.5.4 fully meets the letter and intent of the criterion when used in combination with compatible assistive technology. |
| Does Not Support | Avaya one-X Agent 2.5.4 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 one-X Agent 2.5.4 is required to meet the criterion. |

Compliance Summary

| Criteria | Support Levels |
|--|---|
| Section 1194.21 Software Applications and Operating Systems | Described in a separate document |
| Section 1194.22 Web-based Intranet and Internet Information and Applications | Not Applicable |
| Section 1194.23 Telecommunications Products | Supports |
| 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 | Described in a separate document |
| Section 1194.41 Information, Documentation and Support | Supports |

§ 1194.23 Telecommunications Products

| <i>Criteria</i> | <i>Support Levels</i> | <i>Remarks and Explanations</i> |
|---|-----------------------|--|
| <p>1194.23(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.</p> | Supports | <p><u>Computer Configuration:</u> Avaya one-X Agent 2.5.4 includes a “soft TTY” function that satisfies this requirement.</p> <p><u>Telephone Configuration:</u> Avaya one-X Agent 2.5.4 complies when used in conjunction with a VCO-capable TTY such as the Avaya Model 8840.</p> |
| <p>1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p> | Supports | <p><u>Computer Configuration:</u> The Avaya one-X Agent 2.5.4 “soft TTY” function supports the United States standard 45.45 baud Baudot protocol.</p> <p><u>Telephone Configuration:</u> Avaya one-X Agent 2.5.4 complies when used in conjunction with TTY devices that are compatible with the desired protocol. (Note that, in order to support the reliable transmission and receipt of some non-Baudot protocols, such as 300 baud ASCII, 1200 baud ASCII, TurboCode® and CapTel®, the associated telephone extension may need to be custom-configured on the associated Avaya Communication Manager switch.)</p> |
| <p>1194.23(c) Voice mail, auto-attendant, and interactive voice response (IVR) telecommunications systems shall be usable by TTY users with their TTYs.</p> | Not Applicable | <p>Avaya one-X Agent 2.5.4 does not interfere with the operation or compliance of voice mail, auto-attendant, or interactive voice response systems.</p> |
| <p>1194.23(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p> | Not Applicable | <p>Avaya one-X Agent 2.5.4 does not interfere with the operation or compliance of voice mail, auto-attendant, or interactive voice response systems.</p> |
| <p>1194.23(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p> | Supports | <p>For users of TTYs: Caller identification and similar telecommunication functions are displayed visually by the Avaya one-X Agent 2.5.4 graphical user interface.</p> <p>For users who cannot see visual displays: Incoming caller identification is presented by Avaya one-X Agent 2.5.4 in static text controls. The text is available to WPF-compatible assistive software. (Please refer to the 1194.21 statements for additional information.)</p> |

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| <p>1194.23(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p> | <p>Supports</p> | <p><u>Computer Configuration:</u> Avaya one-X Agent 2.5.4 software allows users to adjust the gain.</p> <p><u>Telephone Configuration:</u> Compliance with this requirement is the responsibility of the physical telephone that is used in conjunction with Avaya one-X Agent 2.5.4.</p> |
| <p>1194.23(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p> | <p>Supports</p> | <p><u>Computer Configuration:</u> Avaya one-X Agent 2.5.4 software allows users to adjust the gain. Each user has an individual application setting stored in his/her Windows Profile. For each user, the application starts with this user's configured setting.</p> <p><u>Telephone Configuration:</u> Compliance with this requirement is the responsibility of the physical telephone that is used in conjunction with Avaya one-X Agent 2.5.4.</p> |
| <p>1194.23(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p> | <p>Not Applicable</p> | <p><u>Computer Configuration:</u> Compliance with this requirement is the responsibility of the headset that is used in conjunction with Avaya one-X Agent 2.5.4.</p> <p><u>Telephone Configuration:</u> Compliance with this requirement is the responsibility of the physical telephone that is used in conjunction with Avaya one-X Agent 2.5.4.</p> |
| <p>1194.23(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p> | <p>Not Applicable</p> | <p>All Avaya-manufactured electronic devices that are commonly used in conjunction with Avaya one-X Agent 2.5.4 comply with this requirement.</p> |
| <p>1194.23(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p> | <p>Supports</p> | <p><u>Computer Configuration:</u> The Avaya one-X Agent 2.5.4 "soft TTY" function supports the United States standard 45.45 baud Baudot protocol.</p> <p><u>Telephone Configuration:</u> Avaya one-X Agent 2.5.4 complies when used in conjunction with devices that are compatible with the desired protocol. (Note that, in order to support the reliable transmission and receipt of some protocols, such as 300 baud ASCII, 1200 baud ASCII, TurboCode® and CapTel®, the associated telephone extension may need to be custom-configured on the associated Avaya Communication Manager switch.)</p> |
| <p>1194.23(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p> | <p>Not Applicable</p> | <p>Avaya one-X Agent 2.5.4 does not interfere with the conformance of the physical devices with which it may be used.</p> |

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| <p>1194.23(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p> | <p>Not Applicable</p> | <p>Avaya one-X Agent 2.5.4 does not interfere with the conformance of the physical devices with which it may be used.</p> |
| <p>1194.23(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p> | <p>Not Applicable</p> | <p>Avaya one-X Agent 2.5.4 does not interfere with the conformance of the physical devices with which it may be used.</p> |
| <p>1194.23(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p> | <p>Supports</p> | <p>Avaya one-X Agent 2.5.4 has a number of software-defined toggle controls. The state of these controls is accessible to WPF-compatible screen readers.</p> |

§ 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. | 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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