Avaya Proactive Contact 5.0
Voluntary Product Accessibility Template (VPAT)

Avaya Proactive Contact 5.0 is a telephone call management system that supports outbound call generation and placement. This document describes software applications that provide call center agents with a graphical interface to system features and functions.

Please note that the requirements in §1194.23 (Telecommunication Products) do not apply to Avaya Proactive Contact. This is because the telecommunication functions of the agent workstations are handled by devices, such as physical telephones, head sets, and TTYs, that are not part of the Avaya Proactive Contact application.

Please note also that the statements in this document refer only to the Proactive Contact Agent component of the Avaya Proactive Contact 5.0 suite. (Proactive Contact Agent is the most commonly used component of the suite.) The conformance of the suite's supervisor applications has not been evaluated.

§ 1194.21 Software applications and operating systems

Criteria	Support Levels	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.	All Avaya Proactive Contact 5.0 functions are accessible from the keyboard and by a mouse. All menu items are accessible via "Alt-key" combinations. Commonly used menu items are also accessible via shortcut keys. All user interface controls are accessible via the Tab key. The system provides a text response when a function is executed.

(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 Proactive Contact 5.0 applications do not disrupt or disable the accessibility features provided by the Microsoft® operating system.
(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 Proactive Contact Agent 5.0 user interface provides a programmatically exposed, well-defined on-screen indication of current focus.
(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.	Avaya Proactive Contact 5.0 presents two types of bitmap images, tool bar buttons and task bar buttons. Text is provided for both. The state of the tool bar buttons is presented textually. The task bar buttons do not change state.
(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.	The Avaya Proactive Contact 5.0 user interface has no multipurpose images.
(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.	Standard Microsoft operating system functions for displaying text are utilized by Avaya Proactive Contact 5.0 for the presentation of all alpha-numeric data and information.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports.	Avaya Proactive Contact 5.0 does not override user-selected display attributes.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports.	The Avaya Proactive Contact 5.0 user interface has no animation.
(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.	Where color coding is used, primarily to indicate the status of an on-screen element, the status is also provided through text.
(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 Proactive Contact 5.0 does not allow adjustments of color and contrast other than those provided by the operating system itself.
(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.	The Avaya Proactive Contact 5.0 user interface has no 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 Avaya Proactive Contact 5.0 prompts users to enter text, usually in dialog windows, there is always descriptive text associated with the entry field. A descriptive caption is always associated with text-entry fields. The caption is always immediately above and left-aligned with the text-entry field.

§ 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.