

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Intelligent Customer Routing 8.0

Product Description: Intelligent Customer Routing 8.0 is a managed software application on the Avaya Aura® Experience Portal. Intelligent Customer Routing (ICR) provides enhanced customer service by identifying and determining the caller's intent through simple and intelligent customer conversations using speech and self-service. Customers could serve themselves and, when needed, determines the most optimal route to provide live assistance to that end consumer.

The statements in this document refer to the additional Web based administration functions ICR is providing in addition to the Experience Portal Manager (EPM) platform.

The statements in this document don't cover any agent desktop application as it is not part of ICR directly. Such application would need to provide its own document.

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Notes:

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated by the product development team mostly with the knowledge of the product and using the "Site Improve Accessibility Checker" tool.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Some non-text elements on the Intelligent Customer Routing 8.0 web admin interface pages do not have text alternatives.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no pre-recorded audio-only or video-only content in Intelligent Customer Routing 8.0 web admin interface.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded audio or video

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		content in Intelligent Customer Routing 8.0 web admin interface.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no pre-recorded audio or video content in Intelligent Customer Routing 8.0 web admin interface.
<u>1.3.1 Info and Relationships</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Intelligent Customer Routing 8.0 web admin interface uses correct semantic structure in HTML, including labels and table headers. Validation of HTML structure is carried out when the application is built.
<u>1.3.2 Meaningful Sequence</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Intelligent Customer Routing 8.0 web admin interface content is presented in a logical sequence.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Intelligent Customer Routing 8.0 web admin interface uses multiple visual cues to help the user interact with the user interface.
<u>1.4.1 Use of Color</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Intelligent Customer Routing 8.0 web admin interface uses a text alternative wherever color is used.
<u>1.4.2 Audio Control</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Intelligent Customer Routing 8.0 web admin interface doesn't have any audio which plays automatically.
<u>2.1.1 Keyboard</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Although, Intelligent Customer Routing 8.0 web admin interface enables the user perform actions and navigate using keyboard only almost on all its pages. There are ICR Monitor and ICR Manager pages where the possibility to perform actions using keyboard only is limited.
<u>2.1.2 No Keyboard Trap</u> (Level A) 2017 Section 508	Not Applicable	Intelligent Customer Routing 8.0 web admin interface doesn't have any

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		keyboard traps.
2.2.1 Timing Adjustable (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Intelligent Customer Routing 8.0 web admin interface included in the product doesn't have any time-based input.
2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Intelligent Customer Routing 8.0 web admin interface doesn't have any moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Intelligent Customer Routing 8.0 web admin interface doesn't have any flashing or blinking information.
2.4.1 Bypass Blocks (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports with Exceptions	Intelligent Customer Routing 8.0 web admin interface does not provide a method to skip repetitive navigation links.
2.4.2 Page Titled (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All pages on the Intelligent Customer Routing 8.0 web admin interface are titled.
2.4.3 Focus Order (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All navigational elements and forms in the Intelligent Customer Routing 8.0 web admin interface follow a logical order that makes sense to the user.
2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All links within the Intelligent Customer Routing 8.0 web admin interface have a clear title or tool tips that makes it clear to the user the purpose and destination of that link.
3.1.1 Language of Page (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	Intelligent Customer Routing 8.0 web admin interface uses the language selected in the browser for displaying the pages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
3.2.1 On Focus (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Focus within the Intelligent Customer Routing 8.0 web admin interface does not change unexpectedly. The user has to explicitly perform an action in order for focus to change.
3.2.2 On Input (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	In the Intelligent Customer Routing 8.0 web admin interface changes to input fields only change context when it is made clear to the user their action will cause this change.
3.3.1 Error Identification (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Whenever a user inputs incorrect data in the Intelligent Customer Routing 8.0 web admin interface, a clear message by both color and text is displayed to inform where the error has occurred.
3.3.2 Labels or Instructions (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All forms within the Intelligent Customer Routing 8.0 web admin interface adhere to W3C standards and use labels to provide cues to the user.
4.1.1 Parsing (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Intelligent Customer Routing 8.0 web admin interface uses well formed HTML and strictly adheres to best practices to allow parsing of the pages.
4.1.2 Name, Role, Value (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Intelligent Customer Routing 8.0 web admin interface uses well formed HTML and strictly adheres to best practices to allow parsing of the pages.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There is no live audio or video content in the Intelligent Customer Routing 8.0 web admin interface.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no pre-recorded audio content in the Intelligent Customer Routing 8.0 web admin interface.
1.4.3 Contrast (Minimum) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Throughout the Intelligent Customer Routing 8.0 web admin interface strong adherence to WCAG 2.0 Level AA color contrast rules have been adhered to.
1.4.4 Resize text (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Intelligent Customer Routing 8.0 web admin interface supports the increase of default font size in the browser to 200%, whereby the content is still visible to the user.
1.4.5 Images of Text (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Textual information on the Intelligent Customer Routing 8.0 web admin interface pages is provided by the browser through operating system functions.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports with Exceptions	Intelligent Customer Routing 8.0 web admin interface provides only one way to locate the content on the pages.
2.4.6 Headings and Labels (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All headings and labels in the Intelligent Customer Routing 8.0 web admin interface are descriptive and have a clear indication to the user what they represent.
2.4.7 Focus Visible (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	The focus is not clearly visible on some of the elements the Intelligent Customer Routing 8.0 web admin interface pages (The ability to provide a “well-defined on-screen indication of the current focus” is dependent on the browser.)
3.1.2 Language of Parts (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Intelligent Customer Routing 8.0 web admin interface allows the user to choose the preferred language through the web browser settings for the application. When the language is changed it is clear to assistive Technologies what language

Criteria	Conformance Level	Remarks and Explanations
		the application is using.
3.2.3 Consistent Navigation (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Intelligent Customer Routing 8.0 web admin interface maintains a consistent layout, whereby controls and content are presented to the user in a clearly identifiable theme.
3.2.4 Consistent Identification (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Intelligent Customer Routing 8.0 web admin interface displays icons with alt tags and/or are also shown with text labels.
3.3.3 Error Suggestion (Level AA) • 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	When an error occurs within the Intelligent Customer Routing 8.0 web admin interface either a suggestion is provided when it make sense or an error code is displayed to the user with a message to contact their system administrator.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Intelligent Customer Routing 8.0 web admin interface does not require the user to submit legal or financial data.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	ICR is a software product running on and managed by the software platform product. The UI is browser based, which

Criteria	Conformance Level	Remarks and Explanations
		<p>may be combined with compatible assistive technology.</p> <p>ICR Monitor , Campaign Strategy and Restrictions are not supported.</p> <p>Intelligent Customer Routing 8.0 web admin interface doesn't fully support users without vision, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.</p>
302.2 With Limited Vision	Supports with Exceptions	<p>ICR is a software product running on and managed by the software platform product. The UI is browser based, which may be combined with compatible assistive technology.</p> <p>Intelligent Customer Routing 8.0 web admin interface doesn't fully support users without vision, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.</p>
302.3 Without Perception of Color	Supports	<p>Any visual elements in the Intelligent Customer Routing 8.0 web admin interface pages that are represented by color, also have an alternative visual identifier for users without perception of color.</p>
302.4 Without Hearing	Not Applicable	<p>ICR is a software product running on and managed by the software platform product. The UI is browser based and textual, that does not require any user hearing.</p>
302.5 With Limited Hearing	Not Applicable	<p>ICR is a software product running on and managed by the software platform product. The UI is browser based and textual, that does not require any user hearing.</p>
302.6 Without Speech	Supports	<p>ICR is a software product running on and managed by the software platform product. The UI is browser based and textual, that does not require any user hearing or speech inputs.</p>
302.7 With Limited Manipulation	Supports with Exceptions	<p>Intelligent Customer Routing 8.0 web admin interface doesn't fully support users with limited manipulation, please see "W3C WCAG 2.0 Level A and AA for</p>

Criteria	Conformance Level	Remarks and Explanations
		Web Application” table for more details.
302.8 With Limited Reach and Strength	Supports	Intelligent Customer Routing 8.0 web admin interface makes extensive use of best practices for multiple input mechanism.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Intelligent Customer Routing 8.0 web admin interface is designed to be intuitive and easily interpreted by a user with limited training. There are many visual cues in the user interface, strong iconography and simple terminology all help in making the product accessible to users with limited language, cognitive and learning abilities.

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
402.2.2 Transactional Outputs	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
402.2.4 User Control	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
402.2.5 Braille Instructions	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
402.3.2 Non-private Listening	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.

Criteria	Conformance Level	Remarks and Explanations
402.4 Characters on Display Screens	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
402.5 Characters on Variable Message Signs	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	The manner in which Intelligent Customer Routing 8.0 conforms to this requirement is described in the response to 412.8.3.
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	Intelligent Customer Routing 8.0 is a software only product.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
407.3.2 Alphabetic Keys	Not Applicable	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
407.3.3 Numeric Keys	Not Applicable	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
407.4 Key Repeat	Not Applicable	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
407.5 Timed Response	Not Applicable	ICR is not a self-contained closed product.

Criteria	Conformance Level	Remarks and Explanations
		It is a software product running on and managed by the software platform product.
407.6 Operation	Not Applicable	ICR is not a self-contained closed product. It is a software product running on and managed by the software platform product.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	ICR is not a self-contained closed product. It is a software product running on and managed by the software platform product.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Intelligent Customer Routing 8.0 is a software only product
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Intelligent Customer Routing 8.0 is a software only product
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Intelligent Customer Routing 8.0 is a software only product
407.8.2 Side Reach	Not Applicable	Intelligent Customer Routing 8.0 is a software only product
407.8.2.1 Unobstructed Side Reach	Not Applicable	Intelligent Customer Routing 8.0 is a software only product
407.8.2.2 Obstructed Side Reach	Not Applicable	Intelligent Customer Routing 8.0 is a software only product
407.8.3 Forward Reach	Not Applicable	Intelligent Customer Routing 8.0 is a software only product
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Intelligent Customer Routing 8.0 is a software only product
407.8.3.2 Obstructed Forward Reach	Not Applicable	Intelligent Customer Routing 8.0 is a software only product
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Intelligent Customer Routing 8.0 is a software only product
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Intelligent Customer Routing 8.0 is a software only product
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	ICR is not a self-contained closed product. It is a software product running on and managed by the software platform product.
408.3 Flashing	Not Applicable	ICR UI does not blink or flash objects.
409 Status Indicators	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
409.1 General	Not Applicable	ICR is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Intelligent Customer Routing 8.0.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	ICR is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Intelligent Customer Routing 8.0.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	ICR is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Intelligent Customer Routing 8.0.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	ICR is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Intelligent Customer Routing 8.0.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	ICR is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Intelligent Customer Routing 8.0.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	This requirement applies to transducer-equipped endpoint devices, such as telephone handsets and headsets. It does not apply to Intelligent Customer Routing 8.0.
412.3.2 Wireline Handsets	Not Applicable	This requirement applies to transducer-equipped endpoint devices, such as telephone handsets and headsets. It does not apply to Intelligent Customer Routing 8.0.

Criteria	Conformance Level	Remarks and Explanations
412.4 Digital Encoding of Speech	Does Not Support	Intelligent Customer Routing 8.0 currently doesn't support G.722.2 codec.
412.5 Real-Time Text Functionality	Does Not Support	Reserved for future
412.6 Caller ID	Not Applicable	ICR is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Intelligent Customer Routing 8.0.
412.7 Video Communication	Not Applicable	ICR is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Intelligent Customer Routing 8.0.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable.	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
412.8.2 Voice and Hearing Carry Over	Not Applicable.	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
412.8.3 Signal Compatibility	Not Applicable.	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable.	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality. It does not apply to Intelligent Customer Routing 8.0.
413.1.3 Pass-Through of Closed Caption Data	Not Applicable	The scope of ICR lies only in a high level agent selection and pacing of outbound

Criteria	Conformance Level	Remarks and Explanations
		contact, not per se on providing the communication functionality. It does not apply to Intelligent Customer Routing 8.0.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality. It does not apply to Intelligent Customer Routing 8.0.
414.1.2 Other ICT	Not Applicable	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality. It does not apply to Intelligent Customer Routing 8.0.
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality. It does not apply to Intelligent Customer Routing 8.0.
415.1.2 Audio Description Controls	Not Applicable	The scope of ICR lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality. It does not apply to Intelligent Customer Routing 8.0.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features.	Not Applicable	ICR 8.0 has UI provided in EP

Criteria	Conformance Level	Remarks and Explanations
Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.		portal pages for admistration and has options in DB as configurable features
502.2.2 No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Supports	Roles and responsibilities are configurable
502.3.2 Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
502.3.3 Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Supports	
502.3.4 Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Supports	
502.3.5 Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
502.3.6 Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Supports	
502.3.7 Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Supports	
502.3.8 Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supports	
502.3.9 Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Supports	
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically	Supports	

Criteria	Conformance Level	Remarks and Explanations
execute available actions on objects.		
502.3.12 Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supports	
502.3.13 Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Supports	
502.3.14 Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Supports	
<p>502.4 Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <ul style="list-style-type: none"> A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided. 	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Not Applicable	
503.3 Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Supports	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls. Where user controls are	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.		
503.4.2 Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility. EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code. (NOTE: If the product is not an authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Supports	
504.2.2 PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).	Supports	
504.3 Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Supports	
504.4 Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0	Supports	

Criteria	Conformance Level	Remarks and Explanations
(incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.		

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Will provide upon request.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation for the product is available within the product and also as a PDF files on the Avaya Support site.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Contact Avaya Support for accessibility-related issues.
603.3 Accommodation of Communication Needs	Supports	Communication for product sales and support is provided in multiple media channels through the Avaya website.

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