

# IP Office Contact Center 10.X Wallboard

## Voluntary Product Accessibility Template (VPAT)

IP Office Contact Center 10.X 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 Wallboard. The application allows agents and supervisors to observe statistics and performance of the contact center. The wallboard is not a desktop application. As its name implies, it provides a visual indication via a large display typically located on a wall and visible by a large number of people (agents and supervisors).

There are 2 separate aspects of the wallboard covered here. The configuration interface and the display interface. The display interface is visual only in nature and section 1192.21 therefore only applies to the configuration capability of the feature. All other sections apply to both aspects.

### Support Levels

Support Level	Description
<b>Supports</b>	The IP Office Contact Center Wallboard fully meets the letter and intent of the criterion.
<b>Supports with Exceptions/Minor Exceptions</b>	The IP Office Contact Center Wallboard does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
<b>Supports through Equivalent Facilitation</b>	The IP Office Contact Center Wallboard provides an alternate way to meet the intent of the criterion.
<b>Supports when combined with Compatible Assistive Technology</b>	The IP Office Contact Center Wallboard fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
<b>Does Not Support</b>	The IP Office Contact Center Wallboard does not meet the letter or intent of the criterion.
<b>Not Applicable</b>	The criterion does not apply.
<b>Not Applicable – Fundamental Alteration Exception Applies</b>	A fundamental alteration of the IP Office Contact Center Wallboard 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	Supports with Exceptions
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 Agent 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

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<b>1194.21(a)</b> 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.	Does not Support	For the Wallboard layout, the design is using a drag and drop solution and has no keyboard equivalent interface.
<b>1194.21(b)</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	Although the wallboard server it typically not sharing with other applications, the wallboard application does not disrupt or disable features of other products identified as accessibility features.
<b>1194.21(c)</b> 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	For the elements that offer keyboard interfaces for the configuration (aside from the drag and drop), the application provides a well-defined indication of focus.
<b>1194.21(d)</b> 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 with Exceptions	The information is available to assistive technology but because of the technology used, there may not be assistive technologies capable of accessing that information.
<b>1194.21(e)</b> 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	Images are used in a consistent manner.

<b>1194.21(f)</b> 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 with Exceptions	The application uses Silverlight. It renders text using its own technology which may not be readable by assistive technology.
<b>1194.21(g)</b> Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	
<b>1194.21(h)</b> 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 only animation is for alarms indication and there is an option to not have it animated (color change only).
<b>1194.21(i)</b> 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	For alarms, color changes indicate a threshold is reached. Emails can be sent when a threshold is reached.
<b>1194.21(j)</b> 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 palette is offered.
<b>1194.21(k)</b> 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	
<b>1194.21(l)</b> 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.	Not Applicable	

## § 1194.22 Web-based Intranet and Internet Applications

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<b>1194.22(a)</b> A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	<b>Supports with Exceptions</b>	The application uses Silverlight. It renders text using its own technology which may not be readable by assistive technology.
<b>1194.22(b)</b> Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	<b>Not Applicable</b>	No multimedia presentations are used in this solution.
<b>1194.22(c)</b> Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	<b>Supports</b>	For alarms, color changes indicate a threshold is reached. Emails can be sent when a threshold is reached.
<b>1194.22(d)</b> Documents shall be organized so they are readable without requiring an associated style sheet.	<b>Does Not Support</b>	The application uses Silverlight. It renders text using its own technology which may not be readable by assistive technology.
<b>1194.22(e)</b> Redundant text links shall be provided for each active region of a server-side image map.	<b>Not Applicable</b>	No image maps are used in this solution
<b>1194.22(f)</b> 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.	<b>Not Applicable</b>	No image maps are used in this solution
<b>1194.22(g)</b> Row and column headers shall be identified for data tables.	<b>Supports with Exceptions</b>	The application uses Silverlight. It renders text using its own technology which may not be readable by assistive technology.
<b>1194.22(h)</b> 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.	<b>Supports with Exceptions</b>	The application uses Silverlight. It renders text using its own technology which may not be readable by assistive technology.
<b>1194.22(i)</b> Frames shall be titled with text that facilitates frame identification and navigation.	<b>Not Applicable</b>	Frames are not used in this solution
<b>1194.22(j)</b> Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<b>Supports</b>	No parts of the solution uses flashing or blinking outside the frequencies specified.
<b>1194.22(k)</b> 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.	<b>Not Applicable</b>	There is no text only equivalent.

<p><b>1194.22(l)</b> 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.</p>	<p><b>Not Applicable</b></p>	<p>Scripts are not used in this solution</p>
<p><b>1194.22(m)</b> 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).</p>	<p><b>Not Applicable</b></p>	<p>Applet, plug-ins or other applications are not used in this solution</p>
<p><b>1194.22(n)</b> 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.</p>	<p><b>Not Applicable</b></p>	<p>No electronic forms used in this solution</p>
<p><b>1194.22(o)</b> A method shall be provided that permits users to skip repetitive navigation links.</p>	<p><b>Supports with Exceptions</b></p>	<p>When only using the keyboard to navigate the screen, tabs must be used repetitively. Some basic shortcuts are also available (esc to exit and enter to submit)</p>
<p><b>1194.22(p)</b> When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p><b>Not Applicable</b></p>	<p>No timed response in this solution</p>

## § 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<b>1194.31(a)</b> 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 with Exceptions	The application uses Silverlight. It renders text using its own technology which may not be readable by assistive technology.  A lot of information can be changing on a wallboard and it can be handled visually but not audibly.
<b>1194.31(b)</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 wallboard display can be sized appropriately but the configuration aspect is fixed size.
<b>1194.31(c)</b> 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	Audible alerts available for alarm thresholds can be replaced by visual alerts or e-mails notifications.
<b>1194.31(d)</b> 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.	Not applicable	
<b>1194.31(e)</b> 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.	Not applicable	No Speech requirement to use the solution
<b>1194.31(f)</b> 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 with Exceptions	For the Wallboard layout, the design is using a drag and drop solution requiring usage of a mouse and has no keyboard equivalent interface.

## § 1194.41 Information, Documentation and Support

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<b>1194.41(a)</b> 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.
<b>1194.41(b)</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.
<b>1194.41(c)</b> Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Contact Avaya Support for accessibility-related issues.

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