

Avaya Outbound Contact Express Web Agent 1.0

Voluntary Product Accessibility Template (VPAT)

Outbound Contact Express is an outbound dialer based on Proactive Contact and IP Office. An important component of Outbound Contact Express is the Web Agent application, described in this document.

Web Agent is a browser-based graphical user interface that assists contact center agents during a customer call. For example, Web Agent can display information about the customer (which can be updated), provide a script that guides the agent through the session, provide controls for the call and for call recording, and display statistics about the agent's productivity. The Web Agent application is not viewable by the customer and is not part of the communication path between the customer and the contact center.

The statements in this document apply only to the Web Agent graphical user interface. Voluntary Product Accessibility Templates (VPATs) for other components of the Outbound Contact Express solution, such as IP Office, Script Manager, and 96x1 series IP telephones, are available separately.

Support Levels

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

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports with Minor Exceptions
Section 1194.22 Web-based Intranet and Internet Information and Applications	Supports with Exceptions
Section 1194.23 Telecommunications Products	Not Applicable
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 Minor 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>
1194.21(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 with Minor Exceptions	All the product functions can be performed from the keyboard. There are cases where the result of performing a function cannot be discerned textually.
1194.21(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	The Web Agent does not disrupt or disable activated features of other products that are identified as accessibility features.
1194.21(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 focus is visually well defined and is programmatically exposed so that assistive technology can track it.

<p>1194.21(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.</p>	<p>Supports with Minor Exceptions</p>	<p>Information about user interface elements, in the form of text, is available to assistive technology.</p> <p>There is a minor exception to the requirement that state information be provided. Specifically, there is one bitmap will change depending on state, with no change in the descriptive text.</p>
<p>1194.21(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.</p>	<p>Supports</p>	<p>The meaning assigned to the bitmaps is consistent throughout the Web Agent application.</p>
<p>1194.21(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.</p>	<p>Supports</p>	<p>Textual information is provided through operating system functions for displaying text.</p>
<p>1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports</p>	<p>Text, background colors and contrast will appear as specified by the user settings within the Microsoft operating system.</p>
<p>1194.21(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports with Minor Exceptions</p>	<p>The indication that an outbound call is in progress is animated. This animation cannot be disabled by the agent. Typically, the duration of the animation is less than 5 seconds.</p>
<p>1194.21(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.</p>	<p>Supports with Minor Exceptions</p>	<p>The bar and pie charts that utilize color to identify the segments include descriptive text for each of the segments. With one exception, all areas of the user interface that utilize color to indicate a state change are accompanied by descriptive text.</p>
<p>1194.21(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.</p>	<p>Not Applicable</p>	<p>Web Agent does not allow changing color and contrast settings.</p>
<p>1194.21(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.</p>	<p>Supports</p>	<p>No parts of the Web Agent uses flashing or blinking outside the frequencies specified.</p>
<p>1194.21(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.</p>	<p>Not Applicable</p>	<p>The only text entry fields that would be presented by Web Agent are those that have been built by the customer using the Script Manager application. Therefore it is the customer's responsibility to ensure compliance with this requirement.</p>

§ 1194.22 Web-based Intranet and Internet Applications

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	All icons and graphics have "alt" text tags.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	No multimedia presentations are used in this solution.
1194.22(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with Minor Exceptions	The bar and pie charts that utilize color to identify the segments include descriptive text for each of the segments. With one exception, all areas of the user interface that utilize color to indicate a state change are accompanied by descriptive text.
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does Not Support	The information presented by the Web Agent interface might not be readable by assistive technologies that cannot utilize the associated CSS style sheet for HTML5.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	No image maps are used in this solution
1194.22(f) 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.	Not Applicable	No image maps are used in this solution
1194.22(g) Row and column headers shall be identified for data tables.	Not Applicable	The only tables that would be presented by Web Agent are those that have been built by the customer using the Script Manager application. Therefore it is the customer's responsibility to ensure compliance with this requirement.
1194.22(h) 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.	Not Applicable	The only tables that would be presented by Web Agent are those that have been built by the customer using the Script Manager application. Therefore it is the customer's responsibility to ensure compliance with this requirement.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	Frames are not used within the Web Agent application.
1194.22(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	No parts of the Web Agent uses flashing or blinking outside the frequencies specified.

<p>1194.22(k) 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.</p>	<p>Not Applicable</p>	<p>There is no text only equivalent.</p>
<p>1194.22(l) 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>Supports</p>	<p>The information provided by scripts in Web Agent is identified with functional text that can be read by assistive technology.</p>
<p>1194.22(m) 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>Not Applicable</p>	<p>Applet plug-ins are not used in this solution</p>
<p>1194.22(n) 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>Not Applicable</p>	<p>The only electronic forms that would be presented by Web Agent are those that have been built by the customer using the Script Manager application. Therefore it is the customer's responsibility to ensure compliance with this requirement.</p>
<p>1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports</p>	<p>The portion of the Web Agent application that is designed by Avaya does not have repetitive navigation links.</p> <p>It is the customer's responsibility to ensure compliance with this requirement when building scripts with the Script Manager application.</p>
<p>1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Supports</p>	<p>When a timed response is required, a pop-up containing text is provided prior to the expiration of the timeout period. The pop-up provides the option to indicate that more time is required.</p>

§ 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.31(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 with Exceptions	The manner in which support is provided for users who are visually impaired is described in the responses in §1194.21 and §1194.22.
1194.31(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 manner in which support is provided for users who are visually impaired is described in the responses in §1194.21 and §1194.22.
1194.31(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	Audio information is not required for the use of this product.
1194.31(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.	Not Applicable	Audio information is not required for the use of this product.
1194.31(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	No mode of operation requires speech.
1194.31(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	The application does not require fine motor control to operate any functionality. There is no functionality that requires simultaneous actions.

§ 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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