

AACC/ACCS 7.0 Avaya Agent Desktop

Voluntary Product Accessibility Template (VPAT)

Avaya Agent Desktop (AAD) is a Win Forms-based software application that runs on the Windows Operating System. AAD can operate in one of two Telephone Modes.

Computer Mode

In this configuration, there is no separate, physical telephone. Instead, the PC and AAD act together 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 Mode

In this configuration, the agent utilizes a physical telephone – analog, digital, or IP – for communication. The telephone can be directly attached to a Communication Manager (Desk Phone Mode), attached to the PSTN (Telecommuter Mode), or directly attached to a CS1000 (CTI 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 AAD PC user interface.

Support Levels

Support Level	Description
Supports	AAD fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	AAD 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	AAD provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	AAD fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	AAD 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 AAD 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	Not Applicable
Section 1194.23 Telecommunications Products	Supports with Exceptions
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>
<p>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.</p>	<p>Supports with exceptions</p>	<p>Approximately 85% of system functionality is executable directly from the keyboard via Tab focus.</p> <p>Direct shortcut keys are provided for major functions including Login/Logout, Ready/Not Ready, Use Trunk Access Code, Show Preferences, Show Statistics, Create Scheduled Callback, Open DTMF pad, Emergency Call, Agent Greeting, Show/hide panel left panel, Initiate action: call, Initiate action: transfer, Initiate action: conference, Show Customer Details, Show Presence control, Show Observe control, Open Phonebook, Open Call Log, Call Supervisor, Contact search, Customer search, Show/Hide Statistics Ticker, Statistics ticker: next skillset, Softphone mute on/off, Softphone audio settings, Softphone audio monitor, Accept alerting work item, Release selected work item, Minimize AAD, Show/Hide Multimedia panel, Display Help.</p> <p>In practical terms, handling Voice work adequately with a mouse. For more complex scenarios like screen-pops & Multimedia features a mouse and adequate control of same is required to use proportions of AAD.</p>
<p>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.</p>	<p>Supports</p>	<p>AAD does not disable accessibility features associated with any other running application, or which have been turned on at the operating system level.</p>
<p>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.</p>	<p>Supports with exceptions</p>	<p>The position of the current control in focus is not always well-defined by an on-screen visual indication. However the focus is programmatically exposed so that Assistive Technology can track focus and focus changes.</p>

<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 exceptions</p>	<p>Approximately 40% of form fields, image or icon buttons do not have permanently associated text labels or tool tips describing their name and current state.</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>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>1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports with exceptions</p>	<p>Some colors are not visible in high contrast modes.</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</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</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>No product-specific color or contrast options are offered by AAD.</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>1194.21(I) 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>Supports with exceptions</p>	<p>AAD presents and removes forms and controls in a dynamic manner, based on Contact Center activity. As a result of this, not all electronic forms are consistently available via keyboard.</p> <p>For example while composing an email, tab focus cycles in a loop through the various email toolbars and input areas. At this time it is not possible for agents to tab to higher-level, non-email controls such as “View Statistics” or “Search Customers”.</p> <p>Due to the limited keyboard access some forms are not fully accessible.</p> <p>Where forms are accessible by keyboard, input fields are labeled with text fields immediately to the left.</p>
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§ 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>	<p><u>Computer Mode:</u> Does not support</p> <p><u>Telephone Mode:</u> Supports</p>	<p><u>Computer Mode:</u> AAD does not include a “soft TTY” function and does not provide TTY functionality in this configuration.</p> <p><u>Telephone Mode:</u> AAD 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>	<p><u>Computer Mode:</u> Does not support</p> <p><u>Telephone Mode:</u> Supports</p>	<p><u>Computer Mode:</u> AAD does not include a “soft TTY” function and does not provide TTY functionality in this configuration.</p> <p><u>Telephone Mode:</u> Compliance with this requirement is the responsibility of the physical TTY device that is used in conjunction with AAD.</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>	<p>Not Applicable</p>	<p>AAD 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>	<p>Not Applicable</p>	<p>AAD 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>	<p><u>Computer Mode:</u> Supports with exceptions</p> <p><u>Telephone Mode:</u> Supports</p>	<p><u>Computer Mode:</u> Caller identification and similar functions are not available for users of TTYs because Computer Mode does not support TTY communication. For users who cannot see displays, incoming caller identification is presented by AAD in static text controls. The text is readable by assistive software that is compatible with Windows Win Forms. (Please refer to the 1194.21 statements for additional information.)</p> <p><u>Telephone Mode:</u> Caller identification is presented visually by AAD. For users who cannot see displays, incoming caller identification is presented by AAD as text that is readable by assistive software that is compatible with Windows Win Forms.</p>
<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><u>Computer Mode:</u> Supports</p> <p><u>Telephone Mode:</u> Not applicable</p>	<p><u>Computer Mode:</u> AAD software allows users to adjust the gain.</p> <p><u>Telephone Mode:</u> Compliance with this requirement is the responsibility of the physical telephone that is used in conjunction with AAD.</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><u>Computer Mode:</u> Supports</p> <p><u>Telephone Mode:</u> Not applicable</p>	<p><u>Computer Mode:</u> AAD 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 Mode:</u> Compliance with this requirement is the responsibility of the physical telephone that is used in conjunction with AAD.</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 Mode:</u> Compliance with this requirement is the responsibility of the headset that is used in conjunction with AAD.</p> <p><u>Telephone Mode:</u> Compliance with this requirement is the responsibility of the physical telephone that is used in conjunction with AAD.</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 AAD 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><u>Computer Mode:</u> Does not support</p> <p><u>Telephone Mode:</u> Not applicable</p>	<p><u>Computer Mode:</u> AAD does not include a "soft TTY" function and does not provide TTY functionality in this configuration.</p> <p><u>Telephone Mode:</u> Compliance with this requirement is the responsibility of the physical TTY device that is used in conjunction with AAD.</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>AAD does not interfere with the conformance of the physical devices with which it may be used.</p>
<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>AAD 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>AAD 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>AAD has a number of software-defined controls. The state of these controls is visually discernible and is readable by assistive software that is compatible with Windows Win Forms.</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	AAD can be used in voice-only mode without user vision to take telephone calls in “force-call answer” configuration, with the use of assistive technology. AAD can be used in multimedia mode without user vision, with the use of assistive technology, subject to the limitations noted in 1194.21(a) above.
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	AAD can be used in voice-only mode without user vision to take telephone calls, with the use of assistive technology. AAD can be used in multimedia mode without user vision, with the use of assistive technology, subject to the limitations noted in 1194.21(a) above. AAD supports operating system settings controlling enlarged text and associated accessibility features.
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 with exceptions	Refer to 1194.23(a) and (b) for details on TTY support with AAD. AAD can be used in multimedia mode without user hearing, with the proviso that audible alerts are used for some functions, such as incoming calls. NB Visual alerts are also provided.
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	Refer to 1194.31(c) above. AAD supports the basic audio properties of the Windows operating system on which it runs.
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	User speech is not required to operate AAD in multimedia mode, such as handling emails, web communications, instant messages etc.
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	AAD requires mouse and keyboard manipulation to the extent common to most Windows applications. It inherits and supports any mouse or keyboard settings applied at the operating system level.

§ 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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