

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – January 2019



Name of Product/Version: Avaya Control Manager 8.1

Product Description:

Avaya Control Manager is an operational administration solution that enables administrators to control key administrative elements across Avaya based Contact Center applications: Avaya Oceana and Avaya Contact Center Elite. It provides the ability for both contact center administrators and supervisors to manage several key day-to-day operations such as agents, users, extensions, voice mails and skills administration from a single web-based user interface.

Date: January 23, 2019

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The product is primarily used by call center supervisors and administrators. Two areas of the product will be deemed out of scope for purposes of VPAT reporting. This is because, they represent a very small portion on the overall product capability, and reporting on them will substantially change the responses provided in this report. Therefore, for the purpose of reporting VPAT compliance, these capabilities will be considered to not exist in the product.

- Visual Phone: This component of the product provides, limited end-user capability self-support capability. Included in this is the ability to manage phone button assignments and password changes, for a limited set of phone types.
- Media Portal (Studio): Provides capability to edit media files in the web browser.
 These features can just as easily be done by other software, and is not the primary purpose of Control Manager. Ability to upload media files to gateways which is part of Media Portal is in scope of the product assessment here.
- Product installation and subsequent upgrades: To be done by Avaya APS or business partner.

An introductory product document is: Avaya Control Manager Overview and Specification

Evaluation Methods Used: Testing based on general product knowledge, conducted by product development, product QA, and product management assessment.

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 (<u>Yes</u> / No) Level AA (Yes / No)
	Level AAA (Yes / 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	(<u>Yes</u> / No)

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:

• 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 <a href="https://www.wcas.gov/

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)		Not all non-text elements provide an "alt"/alternate
Also applies to:		element content that can be read by screen reader
2017 Section 508	Supports with Exceptions	software.
• 501 (Web)(Software)	Supports with exceptions	
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)		This is not applicable as there is no audio or video
2017 Section 508		content to be seen or heard through the product.
• 501 (Web)(Software)	Supports	Therefore marking Supports rather than N/A, per
• 504.2 (Authoring Tool)		"WCAG 2.0 Understanding Conformance".
602.3 (Support Docs)		World Zio Griderstanding Comormanie
1.2.2 Captions (Prerecorded) (Level A)		This is not applicable as there is video content to be
2017 Section 508		seen through the product.
• 501 (Web)(Software)	Supports	Therefore marking Supports rather than N/A, per
• 504.2 (Authoring Tool)		"WCAG 2.0 Understanding Conformance".
602.3 (Support Docs)		0
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		This is not applicable as there is audio content to be
2017 Section 508		heard through the product.
• 501 (Web)(Software)	Supports	Therefore marking Supports rather than N/A, per
• 504.2 (Authoring Tool)		"WCAG 2.0 Understanding Conformance".
• 602.3 (Support Docs)		-
1.3.1 Info and Relationships (Level A)		Majority of the product does not support semantic
2017 Section 508		markup that would help assistive technology identify
• 501 (Web)(Software)	Does not support	table headers, or required fields.
• 504.2 (Authoring Tool)		Some support may be available by coincidence.
• 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) 2017 Section 508		
• 501 (Web)(Software)	Supports	Content is presented in a way that preserves meaning.
• 504.2 (Authoring Tool)	Supports	Content is presented in a way that preserves meaning.
• 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A)		
Also applies to:		
• 501 (Web)(Software)	Supports	Senory characterisitics are not used in instructions. E.g.
• 504.2 (Authoring Tool)	24Pp0: 63	click on the red circle on the bottom of the page.
• 602.3 (Support Docs)		
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• 504.2 (Authoring Tool) "WCAG 2.0 Understanding Conformance".			
• 602.3 (Support Docs)			

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)		<u> </u>
2017 Section 508		Avaya Control Manager provides the ability to skip
 501 (Web)(Software) – Does not apply to non-web software 	Supports	navigation links by providing favorites and the option to
• 504.2 (Authoring Tool)		"pin" pages.
 602.3 (Support Docs) – Does not apply to non-web docs 		
2.4.2 Page Titled (Level A)		
2017 Section 508		Page title remains constant throughout the use of the
• 501 (Web)(Software)	Does not support	product, displaying only the product name. We intend
• 504.2 (Authoring Tool)		to change this behavior in an upcoming release.
602.3 (Support Docs)		
2.4.3 Focus Order (Level A)		
2017 Section 508		We have product features grouped logically and clearly
• 501 (Web)(Software)	Does not support	displayed. However, it is not keyboard accessible. We
• 504.2 (Authoring Tool)		intend to change this behavior in an upcoming release.
602.3 (Support Docs)		
2.4.4 Link Purpose (In Context) (Level A)		
2017 Section 508		Product has not been evaluated against this
• 501 (Web)(Software)	Not evaluated	requirement, but is largely expected to be compliant
• 504.2 (Authoring Tool)		with this requirement.
602.3 (Support Docs)		
		Product has localization support. There is a hidden tag
3.1.1 Language of Page (Level A)		"langCode" on each page that indicates the language in
2017 Section 508		which the content has been presented. There are still
• 501 (Web)(Software)	Supports with exceptions	some parts of the product that sport an older user
• 504.2 (Authoring Tool)		interface design and these features don't mention
• 602.3 (Support Docs)		language of page within any tag in the HTML page content.
3.2.1 On Focus (Level A)		content.
2017 Section 508		
• 501 (Web)(Software)	Supports	When any component receives focus, it does not initiate
• 504.2 (Authoring Tool)	Supports	a change of context.
• 602.3 (Support Docs)		
3.2.2 On Input (Level A)		Changing the setting of any user interface component
2017 Section 508		does not automatically cause a change of context unless
• 501 (Web)(Software)	Supports	the user has been advised of the behavior before using
• 504.2 (Authoring Tool)		the component.
55 (r.aarioriii 6 1001)	1	1. 2.2. P. 2.2.

Criteria	Conformance Level	Remarks and Explanations	
602.3 (Support Docs)			
3.3.1 Error Identification (Level A)			
2017 Section 508		Error message when input is incorrect is prominently	
• 501 (Web)(Software)	Supports	displayed in a red band across the UI, and it will remain	
 504.2 (Authoring Tool) 		there, until you dismiss it.	
• 602.3 (Support Docs)			
3.3.2 Labels or Instructions (Level A)			
2017 Section 508		Instructions are not given for required fileds, marked	
• 501 (Web)(Software)	Supports with exception	Instructions are not given for required fileds, marked with an asterisk.	
• 504.2 (Authoring Tool)			
602.3 (Support Docs)			
4.1.1 Parsing (Level A)			
2017 Section 508		Reviewed with Development. HTML is well formed and	
• 501 (Web)(Software)	Supports	valid.	
• 504.2 (Authoring Tool)			
602.3 (Support Docs)			
4.1.2 Name, Role, Value (Level A)			
2017 Section 508		Input controls have corresponding labels which are	
• 501 (Web)(Software)	Supports	associated in HTML.	
• 504.2 (Authoring Tool)			
602.3 (Support Docs)			

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This is not applicable as there is video content to be seen through the product. Therefore marking Supports rather than N/A, per "WCAG 2.0 Understanding Conformance".
1.2.5 Audio Description (Prerecorded) (Level AA)2017 Section 508501 (Web)(Software)	Supports	This is not applicable as there is audio content to be heard through the product.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool)		Therefore marking Supports rather than N/A, per
602.3 (Support Docs)		"WCAG 2.0 Understanding Conformance".
1.4.3 Contrast (Minimum) (Level AA)		
2017 Section 508		Not evaluated, however at least some parts of the UI
• 501 (Web)(Software)	Not evaluated	are likely to fail the test, e.g. white text on yellow
• 504.2 (Authoring Tool)		background, or light gray text on white background.
• 602.3 (Support Docs)		
		This is partially supported: Tiles will re-arrange when
1.4.4 Resize text (Level AA)		zoomed in to display in fewer rows.
2017 Section 508		In some cases, scroll bars will appear where none
• 501 (Web)(Software)	Supports with exceptions	existed before.
• 504.2 (Authoring Tool)		However, in some cases, the vertical scrollbar doesn't show up, and you need to be aware (or have sight) that
• 602.3 (Support Docs)		there is more content that you need to scroll down to
		see.
1.4.5 Images of Text (Level AA)		
2017 Section 508		
• 501 (Web)(Software)	Supported	Except for Avaya logo, we are using text itself, not
• 504.2 (Authoring Tool)		images of text.
602.3 (Support Docs)		
2.4.5 Multiple Ways (Level AA)		You can either locate content via navigating the tile
Also applies to:		based interface (main access) or via the search bar on
2017 Section 508	Supports	the top right corner of the screen (heavily used by
• 501 (Web)(Software) – Does not apply to non-web software		experienced users, and a shortcut to get directly to the
• 504.2 (Authoring Tool)		desired functionality).
• 602.3 (Support Docs) – Does not apply to non-web docs		,,
2.4.6 Headings and Labels (Level AA)		Prominent heading on each page. However, there are
2017 Section 508	Companie orith avanations	still some parts of the product that sport an older user
• 501 (Web)(Software)	Supports with exceptions	interface design and these pages only indicate the
504.2 (Authoring Tool)602.3 (Support Docs)		heading via a differently colored tab.
2.4.7 Focus Visible (Level AA)		
2017 Section 508		
• 501 (Web)(Software)	Supports with exceptions	We are clearly focusing input controls, however, we are
• 504.2 (Authoring Tool)	Sapports With exceptions	not displaying focus indicator for the icons on the page
,		
504.2 (Authoring Tool)602.3 (Support Docs)		and the page

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with exceptions	Product has localization support. There is a hidden tag "langCode" on each page that indicates the language in which the content has been presented. There are still some parts of the product that sport an older user interface design and these features don't mention language of page within any tag in the HTML page content.
 3.2.3 Consistent Navigation (Level AA) 2017 Section 508 501 (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	The tables and forms are standard components used consistently throughout the UI. However, there are still some parts of the product that sport an older user interface design that have a different navigation experience.
 3.2.4 Consistent Identification (Level AA) 2017 Section 508 501 (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	Icons are identified consistently. However, there are still some parts of the product that sport an older user interface design. Here, there is inconsistency between icon used and the function it signifies.
3.3.3 Error Suggestion (Level AA) • 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not supported	In case of errors, we provide the error message. However, we do not provide suggestions on what the correct input should be. However, often the error message is implicitly the suggestion itself, e.g. "special characters are not allowed."
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Not applicable as no legal or financial data is entered in Control Manager. Therefore marking Supports rather than N/A, per "WCAG 2.0 Understanding Conformance".

2017 Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Not supported	Blind people using screen readers cannot fully access this product
302.2 With Limited Vision	Supports with exceptions	People with vision loss may have challenges with some user interface elements.
302.3 Without Perception of Color	Supports	Color is not the only indicator and is also accompanied by text or a symbol (e.g. tick mark)
302.4 Without Hearing	Supports	Not applicable as there is no audio interaction. Therefore marking Supports rather than N/A, per "WCAG 2.0 Understanding Conformance".
302.5 With Limited Hearing	Supports	Not applicable as there is no audio interaction. Therefore marking Supports rather than N/A, per "WCAG 2.0 Understanding Conformance".
302.6 Without Speech	Supports	Not applicable as there is no audio interaction. Therefore marking Supports rather than N/A, per "WCAG 2.0 Understanding Conformance".
302.7 With Limited Manipulation	Not Applicable	This is not applicable to a software product
302.8 With Limited Reach and Strength	Supports	N/A Software product Therefore marking Supports rather than N/A, per "WCAG 2.0 Understanding Conformance".
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Applicable	Control Manager is a complex product, and needs training and technical experience in managing contact centers.

Criteria	Conformance Level	Remarks and Explanations
		With cognitive and learning disabilities, it
		will be hard to use the product.

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	Not supported	We have not documented all accessibility
002.2 Accessibility and Compatibility Features	Not supported	features.
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	Available upon request
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features Not assessed	Not assessed	Need to assess Control Manager Tier 3
	Not assessed	compliance with this requirement.
		Need to assess Avaya GSS compliance with
603.3 Accommodation of Communication Needs	Supports	this requirement. Not a Control Manager
		specific requirement.

Legal Disclaimer (Company)

Method used to validate conformance: Authored and reviewed by the product manager, and reviewed by VPAT prime. The document is reviewed in each release for changes. No automated testing tool used. The responses represent the best assessment done by the evaluators, who may not be accessibility experts. Any responses that may be deemed as incorrect will be corrected in an updated version of this document.