Avaya Accessibility Conformance Report

VPAT® Version 2.1

Name of Product/Version: Avaya Control Manager 9.0.2

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.

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Notes:

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-_	Level A (**Yes** / No)

| WCAG20-20081211/ | 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 | (**Yes** / 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 WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations

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

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Color alone is not used to convey information. There is additional supporting text.
1.4.2 Audio Control (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This is not applicable as there is audio content to be heard through the product. Therefore marking Supports rather than N/A, per "WCAG 2.0 Understanding Conformance".
2.1.1 Keyboard (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with exceptions	Not all product functions can be executed from the keyboard. For example, the navigation between main system areas must be done with a mouse.
2.1.2 No Keyboard Trap (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not evaluated	
2.2.1 Timing Adjustable (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with exceptions	Control Manager has a general session timeout. This can be configured (extended) in the product. However, we do not currently have the capability to notify the user that the session is about to expire.
2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This is largely not applicable as Avaya Control Manager only utilizes animation during the login process. Therefore marking Supports rather than N/A, per "WCAG 2.0 Understanding Conformance".
2.3.1 Three Flashes or Below Threshold (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No flashing or blinking text is present in the product. Therefore marking Supports rather than N/A, per "WCAG 2.0 Understanding Conformance".
2.4.1 Bypass Blocks (Level A)	Supports	Avaya Control Manager provides the ability to skip

Criteria	Conformance Level	Remarks and Explanations
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		navigation links by providing favorites and the option to "pin" pages.
2.4.2 Page Titled (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	Page title remains constant throughout the use of the product, displaying only the product name.
2.4.3 Focus Order (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	We have product features grouped logically and clearly displayed. However, it is not keyboard accessible.
2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not evaluated	
3.1.1 Language of Page (Level A) 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.
3.2.1 On Focus (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When any component receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Error message when input is incorrect is prominently displayed in a red band across the UI, and it will remain there, until you dismiss it.
3.3.2 Labels or Instructions (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with exceptions	There are some fields in forms marked with a red asterisk, to indicate they are mandatory fields. However, there is no indication on the UI as to what the asterisk indicates.
4.1.1 Parsing (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	HTML is well formed and valid.
4.1.2 Name, Role, Value (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Input controls have corresponding labels which are associated in HTML.

Table 2: Success Criteria, Level AA

Notes:

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 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	This is not applicable as there is audio content to be heard through the product. Therefore marking Supports rather than N/A, per "WCAG 2.0 Understanding Conformance".

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		

1.4.3 Contrast (Minimum) (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not evaluated	

1.4.4 Resize text (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports with exceptions	This is partially supported: Tiles will re-arrange when zoomed in to display in fewer rows.
		In some cases, scroll bars will appear where none existed before.
		However, in some cases, the vertical scrollbar doesn't show up, and you need to be aware (or have sight) that 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)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supported	Except for Avaya logo, we are using text itself, not images of text.

2.4.5 Multiple Ways (Level AA)
Also applies to:
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	You can either locate content via navigating the tile based interface (main access) or via the search bar on the top right corner of the screen (heavily used by experienced users, and a shortcut to get directly to the desired functionality).

2.4.6 Headings and Labels (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports with exceptions	Prominent heading on each page. However, there are still some parts of the product that support an older user interface design and these pages only indicate the heading via a differently colored tab.

2.4.7 Focus Visible (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports with exceptions	We are clearly focusing input controls, however, we are not displaying focus indicator for the icons on the page

3.1.2 Language of Parts (Level AA)	Supports with exceptions	Product has localization support. There is a hidden tag

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		"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 support 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

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

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	Supports	There are no operations that require fine motor control or simultaneous manual operations.
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	Does not support	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 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	Need to assess Control Manager Tier 3 compliance with this requirement.
603.3 Accommodation of Communication Needs	Supports	Need to assess Avaya GSS compliance with this requirement. Not a Control Manager specific requirement.

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