Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya Workspaces 3.8

Product Description: Web-based multi-channel Contact Centre application

Date: 19 August 2020

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Notes: This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of Avaya Workspaces including Avaya Analytics Real Time Reporting as of August 2020, and is only valid for the version and date it was tested.

Evaluation Methods Used: Compliance was validated by manual testing with the assistance of tools WAVE, SiteImprove Accessibility Checker and screenreaders (JAWS, WindowsEyes and VoiceOver).

Applicable Standards/Guidelines: WCAG 2.0 Level AA

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 (**Yes** / 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	(**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
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	All form fields, images, and icon buttons have associated text labels or tool tips describing their name and current state.

Criteria	Conformance Level	Remarks and Explanations

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)
	Not Applicable	No prerecorded audio-only or video-only are used in this solution.

1.2.2 Captions (Prerecorded) (Level A)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	No multimedia presentations are used in this solution.

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)
	Not Applicable	No multimedia presentations are used in this solution.

1.3.1 Info and Relationships (Level A)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Avaya Workspaces 3.8 uses correct semantic structure in HTML, including ARIA labels and table headers. Validation of correct HTML structure is carried out when the application is built.

1.3.2 Meaningful Sequence (Level A)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Content in Avaya Workspaces 3.8 is presented in a logical sequence that makes sense to users with assistive Technologies, such as screenreaders.

1.3.3 Sensory Characteristics (Level A)
Also applies to:
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Avaya Workspaces 3.8 does not use sensory information in instructions.

1.4.1 Use of Color (Level A)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
	Supports	Wherever color is used to convey information, a text alternative is also displayed.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.4.2 Audio Control (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Avaya Workspaces 3.8 has controls that enable a user to mute, hold calls and adjust volume of audio.
2.1.1 Keyboard (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Avaya Workspaces 3.8 makes use of predefined hotkeys which will enable the user perform actions and navigate using keyboard only.
2.1.2 No Keyboard Trap (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There are no keyboard traps in Avaya Workspaces 3.8. The user has the ability to navigate away from dropdowns and modal Windows by making a selection or cancelling an action. An extensive shortcut key index enables the user to navigate throughout the product.
2.2.1 Timing Adjustable (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	When an Agent receives an incoming interaction, they may be given a set time to accept that interaction. If they do not accept the interaction in the allowed time it will re-enter the queue to be assigned to another Agent.
2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no moving, blinking or scrolling information used in Avaya Workspaces 3.8.
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 parts of Avaya Workspaces 3.8 uses flashing or blinking outside the frequencies specified.
2.4.1 Bypass Blocks (Level A) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Supports	Avaya Workspaces 3.8 makes shortcut links and hotkeys available to allow users to skip repetitive content.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Frames are used for "Screenpops" in Avaya Workspaces 3.8 and are titled.
2.4.3 Focus Order (Level A) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	All navigational elements and forms in Avaya Workspaces 3.8 follow a logical order that makes sense to the user.
2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	All links within Avaya Workspaces 3.8 have a clear title that makes it clear to the user the purpose and destination of that link.
3.1.1 Language of Page (Level A) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The default language of pages within Avaya Workspaces 3.8 is clearly identified in the HTML header, thus being identifiable by assistive technologies.
3.2.1 On Focus (Level A) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Focus within Avaya Workspaces 3.8 does not change unexpectedly. The user has to explicitly perform an action in order for focus to change.
3.2.2 On Input (Level A) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	In Avaya Workspaces 3.8 changes to input fields only change context when it is made clear to the user their action will cause this change.
3.3.1 Error Identification (Level A) 2017 Section 508	Supports	Whenever a user inputs incorrect data in Avaya Workspaces 3.8 they receive a clear indicator by both

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		color and text to inform them where the error occured and a hint as to how to remedy it.
3.3.2 Labels or Instructions (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All forms within Avaya Workspaces 3.8 adhere to W3C standards and make use of assistive features such as labels to provide cues to the user.
4.1.1 Parsing (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Avaya Workspaces 3.8 uses well formed HTML and stricly adheres to best practices in order that pages can be parsed by assistive Technologies.
4.1.2 Name, Role, Value (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Avaya Workspaces 3.8 uses well formed HTML and stricly adheres to best practices in order that pages can be parsed by assistive Technologies. The application also makes use of ARIA labels.

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)	Not Applicable	No multimedia presentations are used in this solution.
1.2.5 Audio Description (Prerecorded) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Not Applicable	No multimedia presentations are used in this solution.

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)
	Supports	Throughout Avaya Workspaces 3.8 strong adherence to WCAG 2.0 Level AA color contrast rules have been adhered to.

1.4.4 Resize text (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Avaya Workspaces 3.8 supports the increase of default font size in the browser to 200%, whereby the content is still visible to the user.

1.4.5 Images of Text (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Textual information is provided through operating system functions for displaying 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	Avaya Workspaces 3.8 provides multiple ways for a user to navigate throughout the application, including a comprehensive shortcut key map whereby the user can access content using a short keyboard combination.

2.4.6 Headings and Labels (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	All headings and labels in Avaya Workspaces 3.8 are descriptive and have a clear indication to the user what they represent.

2.4.7 Focus Visible (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	The current focus location is programmatically exposed for elements that can receive focus. (The ability to provide a "well-defined on-screen indication of the current focus" is dependent on the browser, some of which do a better job than others satisfying this requirement.)

3.1.2 Language of Parts (Level AA)	Supports	Avaya Workspaces 3.8 allows the user to choose the

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		preferred language for the application. When the language is changed it is clear to assistive Technologies what language the application is using.
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	Avaya Workspaces 3.8 maintains a consistent layout, whereby controls and content are presented to the user in a clearly identifiable theme.
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	Avaya Workspaces 3.8 has an intuitive icon library that when used these icons use either alt tags or are also shown with text.
3.3.3 Error Suggestion (Level AA) • 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When an error has occurred within Avaya Workspaces 3.8 a suggestion is provided to the user when it makes sense, otherwise an error code is displayed to the user and they are directed to their system administrator.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Avaya Workspaces 3.8 does not commit the user to submit legal or financial data.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Avaya Workspaces 3.8 is optimised to be used with assistive technologies for users without vision, such as screenreaders.
302.2 With Limited Vision	Supports	Avaya Workspaces 3.8 supports users with limited vision by having a clear layout, strong iconography (solid/filled) and support for magnification of viewport.
302.3 Without Perception of Color	Supports	Any visual elements in Avaya Workspaces 3.8 that are represented by color, also have an alternative visual identifier for users without perception of color.
302.4 Without Hearing	Supports	Any elements in Avaya Workspaces 3.8 that alert the user using audio cues, also provide visual cues (eg. alerting interaction).
302.5 With Limited Hearing	Supports	Any elements in Avaya Workspaces 3.8 that alert the user using audio cues, also provide visual cues (eg. alerting interaction).
302.6 Without Speech	Supports	Avaya Workspaces 3.8 provides input mechanisms for the user to communicate without speech.
302.7 With Limited Manipulation	Supports	Avaya Workspaces 3.8 supports assistive technologies and makes extensive use of best practices for multiple input mechanisms.
302.8 With Limited Reach and Strength	Supports	Avaya Workspaces 3.8 supports assistive technologies and makes extensive use of best practices for multiple input mechanisms.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The interface in Avaya Workspaces 3.8 was

Criteria	Conformance Level	Remarks and Explanations
		designed to be very intuitive and easily interpreted by a user with even limited training. There are many visual cues in the user interface, strong iconography and simple terminology all help in making the product accessibile to users with limited language, cognitive and learning abilities.

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	Supports	Documentation for Avaya Workspaces 3.8 is available within the product and also as a PDF file. Both of which support accessibility reqirements.
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	Documentation for Avaya Workspaces 3.8 is available within the product and also as a PDF file. The PDF format of the documentation can be printed or converted to braille.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The Avaya Workspaces 3.8 provides information on the accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Communication for product sales and support is provided in multiple media channels through the Avaya website.

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individuals with disabilities consistent with the designated provision of the Standards, provided that any assistive technologies used with the product properly interoperates with it and other assistive technologies.

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