

Avaya Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Avaya Workplace for Windows 3.32

Report Date: February 13, 2023

Product Description: Avaya Workplace for Windows enables voice and video calling, instant message and conferencing.

Avaya Workplace for Windows, supports two different user interface styles, Standard Mode and Hidden Mode. The Standard Mode presents information visually via a graphical user interface. User inputs are via a point-and-click device or via the PC keyboard. Hidden Mode is intended chiefly for users without vision. When operated in Hidden Mode, Workplace does not present a graphical user interface, and therefore does not require or interfere with assistive screen-reading adjuncts. Instead, information such as Caller ID and whether a call is on hold is presented by voice through the user's PC speakers using built-in narration with Microsoft Narrator. Common telecommunication functions, such as answering an incoming call or placing a call on hold, are operable via user-assigned "hot keys" on the user's PC keyboard. Control of these functions via automatic speech recognition is achievable by mapping user-specified voice commands to the corresponding previously assigned hot keys.

In addition, Avaya Workplace software, supports two different telecommunication styles, Deskphone Mode and Computer Mode. In Deskphone Mode, communication is via a separate physical device, such as a telephone or TTY, that is controlled by the Workplace software. In Computer Mode, the PC and Workplace act together as a single telecommunication endpoint. (For example, voice communication is sent and received via the sound system of the PC.)

For additional information about the use of Deskphone Mode in conjunction with an Avaya SIP telephone, please refer to the VPAT for Avaya J-100 Series SIP Telephones.

Contact Information: Brad Black <blackb@avaya.com>

Evaluation Methods Used: Conformance claims in this document have been validated using manual testing by the offeror.

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	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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.
- **Partially Supports:** 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
- 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
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Non-text based controls provide a text equivalent.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not Applicable</p>	<p>Pre-recorded audio or video is not used.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not Applicable:</p>	<p>No pre-recorded multimedia presentations are used in this product</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not Applicable</p>	<p>No pre-recorded multimedia presentations are used in this product.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Software: Supports with Exceptions</p>	<p>Avaya Workplace for Windows uses native platform features to convey info and relationships. Some tooltips and status messages are not accessible by screen readers.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Correct sequences can be programmatically determined.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Controls are provided to enable a user to mute, hold calls and adjust volume of audio.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Functions for core calling features are executable from the keyboard with shortcuts. (see appendix A for list of supported keyboard shortcuts). In addition, full keyboard navigation and control is supported.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p>	Software: Supports	No keyboard traps exist.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Most features do not require timed responses. Answering an incoming call is one exception and the number of rings and therefor time to answer a call can be adjusted.
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Animation, blinking or scrolling information is not used.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	There are no flashing or blinking text objects or other elements.
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 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 	Software: Supports	Users can navigate directly to desired content – for example using mouse or keyboard to directly move to call history list from contact list.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Software: Not Applicable	Not required for non-Web application.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Navigational elements and forms follow a logical order that makes sense to the user.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Links have a title that makes it clear to the user the purpose and destination of that link.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	All UI elements are rendered in the selected supported language.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Focus does not change unexpectedly. The user must explicitly perform an action for focus to change.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Context changes require specific user input.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Input errors are identified and accompanied by a textual description.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Labels are provided for UI elements.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Avaya Workplace is a native app and does not use markup languages for presentation of the user interface.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Controls indicate state and function. UI elements fully support screen reader software.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p>	Software: Not Applicable	No multimedia presentations are used in this solution.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	No multimedia presentations are used in this solution.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	All text meets the minimum contrast requirement.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Native OS feature are used to resize text with no loss of functionality.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Images of text are not used.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) 	Software: Not Applicable	Not required for non-Web application.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Descriptive headings and Labels are used.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	UI elements receive visible focus.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Not Applicable	Not required for non-Web application.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 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 	Software: Not Applicable	Not required for non-Web application.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 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 	Software: Not Applicable	Not required for non-Web application.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Input error suggestions are not known and therefore cannot be provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Legal commitments or financial transactions are not processed.

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Avaya Workplace meets all of the requirements of section 302.1 and therefore is fully accessible to people without vision. In addition, there is an optional feature called hidden mode, which when enabled, allows the status of many telecommunication functions, such as Caller ID and whether a call is on hold, can

Criteria	Conformance Level	Remarks and Explanations
		<p>be presented by voice through the user's PC speakers.</p> <p>Users without vision are able to operate many telecommunication functions, such as placing a call on hold, by pressing user-assigned "hot keys" on the PC keyboard. In some cases, it is possible to use the numeric keypad to enter feature-specific activation and deactivation codes for the features that do not have "hot keys" assigned to them. See Appendix A for a list of keyboard shortcuts</p>
302.2 With Limited Vision	Supports	The Avaya Workplace graphical user interface is compatible with the screen enlargement capabilities provided by the Microsoft Operating System.
302.3 Without Perception of Color	Supports	Color is not used, by itself, to convey information.
302.4 Without Hearing	Supports	<p>User hearing is not required in order to operate Workplace software. Information that is conveyed audibly (e.g., alerts for incoming calls) is also conveyed visually.</p> <p>Text-based "Instant Messaging" is supported, as is the ability to use Workplace in conjunction with TTY devices. When not constrained by network bandwidth, support for video telecommunication of sufficient quality to support sign language is provided.</p>
302.5 With Limited Hearing	Computer Mode: Supports	Conformance with this criterion is dependent on the capabilities of the user's

Criteria	Conformance Level	Remarks and Explanations
		personal computer and associated audio transducers. No aspect of Workplace software would interfere with the conformance of an otherwise compliant configuration.
	Deskphone Mode: Supports	Conformance with this criterion is dependent on the capabilities of the associated desktop telephone. No aspect of Workplace software would interfere with the conformance of an otherwise compliant device.
302.6 Without Speech	Not Applicable	User speech is not required for input, control, or operation.
302.7 With Limited Manipulation	Supports	There are no operations that require fine motor control or simultaneous manual operations. Note: Avaya Workplace allows users to operate many telecommunication functions, such as placing a call on hold, via user- assigned "hot keys" on the PC keyboard. Control via automatic speech recognition is achievable by mapping user-specified voice commands to the corresponding previously assigned hot keys. See Appendix A for a list of keyboard shortcuts.
302.8 With Limited Reach and Strength	Supports	All controls are operable with limited reach and strength. Note: Avaya Workplace allows users to operate many telecommunication functions, such as placing a call on hold,

Criteria	Conformance Level	Remarks and Explanations
		via user- assigned “hot keys” on the PC keyboard. Control via automatic speech recognition is achievable by mapping user-specified voice commands to the corresponding previously assigned hot keys. See Appendix A for a list of keyboard shortcuts.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Support for users with limited cognitive, language, and learning abilities subject to the users’ capabilities and prior experiences. Simple interface buttons have been provided where possible.

Chapter 4: [Hardware](#)

Notes: Avaya Workplace for Windows supports two user interface styles, Standard Mode and Hidden Mode. In addition, two different configurations are supported, Deskphone Mode and Computer Mode. Please refer to the product description for a description of these modes.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Supports	Workplace is compatible with assistive technology include screen readers.
402.2.2 Transactional Outputs	Not Applicable	Transactional outputs are not provided.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
402.2.4 User Control	Supports with Exceptions	The speech-output function of Avaya Workplace software allows users to repeat

Criteria	Conformance Level	Remarks and Explanations
		<p>the previous output and manually stop an output mid-stream.</p> <p>In some cases, but not all, speech output stops automatically when a new operation is initiated. (For example, the speaking of Caller ID information terminates immediately if the call is answered prior to all of the information being spoken.)</p>
402.2.5 Braille Instructions	Not Applicable	The Avaya Workplace speech-output function is intended for personal use.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
402.3.2 Non-private Listening	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
402.4 Characters on Display Screens	Supports	The graphical user interface presented by the Standard Mode is compatible with the screen enlargement capabilities provided by the Microsoft Operating System. Text is presented in a sans serif font.
402.5 Characters on Variable Message Signs	Not Applicable	Variable message signs are not used.
<u>403 Biometrics</u>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Biometrics are not used
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being

Criteria	Conformance Level	Remarks and Explanations
		used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	The controls, keys, characters, and symbols presented by the Standard Mode contrast visually with the background.
<u>407.3 Input Controls</u>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	This criterion applies to the physical hardware (e.g., the PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.3.2 Alphabetic Keys	Not Applicable	This criterion applies to the physical hardware (e.g., the PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the

Criteria	Conformance Level	Remarks and Explanations
		conformance of an otherwise compliant device.
407.3.3 Numeric Keys	Computer Mode: Supports	The on-screen numeric keypad presented by the Standard Mode is arranged in a standard 12-key ascending layout. The alphabetic overlay on the numeric keys conforms to ITU-T Recommendation E.161. In addition to “point-and-click” key pressing, dialing via a physical device that has tactilely discernible keys (e.g., a telephone or PC keyboard) is supported.
	Deskphone Mode: Not Applicable	Hidden Mode does not present an on-screen keypad. Dialing is via a separate physical device (e.g., a telephone or PC keyboard).
407.4 Key Repeat	Not Applicable	This criterion applies to the physical hardware (e.g., the PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.5 Timed Response	Not Applicable	There are no timed responses
407.6 Operation	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the

Criteria	Conformance Level	Remarks and Explanations
		Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.2 Side Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.2.1 Unobstructed Side Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.2.2 Obstructed Side Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.3 Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.

Criteria	Conformance Level	Remarks and Explanations
407.8.3.1 Unobstructed Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.3.2 Obstructed Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC display screen) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
408.3 Flashing	Supports	
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
409.1 General	Computer Mode: Supports	Standard Mode presents status indicators visually and, as a user-selectable option, also by voice through the PC sound system.
	Deskphone Mode: Not Applicable	Hidden Mode is intended chiefly for users without vision. Status indications are presented by voice through the PC sound system. The indications are deliberately not presented visually to ensure that there is no need for and no interference with assistive screen-reading adjuncts.
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	Color is not used, by itself, to convey information.
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	All information that is provided by Standard Mode in an auditory manner, such as audible ringing to indicate that there is an incoming call, is accompanied by visual indicators.
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<u>412.2 Volume Gain</u>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	This criterion applies to the physical hardware used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	This criterion applies to the physical hardware used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
<u>412.3 Interference Reduction and Magnetic Coupling</u>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	This criterion applies to the physical hardware used in conjunction with

Criteria	Conformance Level	Remarks and Explanations
		Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
412.3.2 Wireline Handsets	Not Applicable	This criterion applies to the physical hardware used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
412.4 Digital Encoding of Speech	Supported	The IETF RFC-6716 (Opus) digital encoding technique is supported.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Computer Mode: Supports	Standard Mode presents caller identification and similar telecommunications functions visually and, as a user-selectable option, also by voice through the PC sound system.
	Deskphone Mode: Not Applicable	
412.7 Video Communication	Supports	When not constrained by network bandwidth, support for video telecommunication of sufficient quality to support sign language is provided.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	<p>This criterion applies to the physical hardware used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.</p> <p>Please note the following guidance:</p> <p>The recommended way to satisfy this criterion with Workplace software is to operate in Deskphone Mode in conjunction with an Avaya SIP telephone. A TTY</p>

Criteria	Conformance Level	Remarks and Explanations
		device can be connected to the phone's handset jack via an adapter.
412.8.2 Voice and Hearing Carry Over	Not Applicable	This criterion applies to the physical hardware used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
412.8.3 Signal Compatibility	Supports	Workplace software supports several different audio encoding standards, not all of which are TTY-compatible. This criterion is satisfied when G.711 encoding is used.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	This criterion applies to voice mail, auto attendant, and interactive voice response systems. It does not apply to Workplace software.
<u>413 Closed Caption Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	The intended purpose of the Workplace video functionality is to support real-time person-to-person two-way telecommunication. Workplace is not intended for use as a video “player.” The ability to decode closed caption data is not supported by, and is not applicable to, Workplace because support would require a fundamental alteration to the nature and purpose of the product. (If users require captioning as a supplement to video telecommunication, the Workplace text channel can be used for this purpose.)
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	This criterion applies to cabling and ancillary equipment. It does not apply to Workplace software.
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Workplace software is not a digital television tuner.
414.1.2 Other ICT	Not Applicable	The intended purpose of the Workplace video functionality is to support real-time

Criteria	Conformance Level	Remarks and Explanations
		person-to-person two-way telecommunication. Audio descriptive processing is not supported by, and is not applicable to, Workplace because support would require a fundamental alteration to the nature and purpose of the product.
<u>415 User Controls for Captions and Audio Descriptions</u>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	The intended purpose of the Workplace video functionality is to support real-time person-to-person two-way telecommunication. Caption selection is not supported by, and is not applicable to, Workplace software because support would require a fundamental alteration to the nature and purpose of the product.
415.1.2 Audio Description Controls	Not Applicable	The intended purpose of Workplace is to support real-time person-to- person two-way telecommunication. There are no selectable programs.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Avaya Workplace is not platform software.
502.2.2 No Disruption of Accessibility Features	Not Applicable	Avaya Workplace is not platform software.
<u>502.3 Accessibility Services</u>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Support is provided for assistive text-to-speech screen-reading adjuncts. Controls provide a text equivalent.
502.3.2 Modification of Object Information	Supports	The state of controls can be set using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Not Applicable	Data tables are not used.
502.3.4 Values	Supports	Microphone and Speaker Volume Slides provide level values.
502.3.5 Modification of Values	Supports	Value elements including Volume adjusters can be modified using the keyboard.
502.3.6 Label Relationships	Not Applicable	Label relationships are not used.
502.3.7 Hierarchical Relationships	Not Applicable	Hierarchical Relationships are not used.
502.3.8 Text	Supports	Text is programmatically determinable.
502.3.9 Modification of Text	Supports	Text can be set using assistive technology.
502.3.10 List of Actions	Supports	Actions can be executed using assistive technology.
502.3.11 Actions on Objects	Supports	Actions can be executed using assistive technology.
502.3.12 Focus Cursor	Supports	Focus is exposed to allow user to track focus and text insertion point.
502.3.13 Modification of Focus Cursor	Supports	Operating system preferences are supported.
502.3.14 Event Notification	Supports	Notifications are available to assistive technology.
502.4 Platform Accessibility Features	Not Applicable	Avaya Workplace is not platform software.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports with Exceptions	Avaya Workplace does not support platform preference for application color, font type or high-contrast schemes.
503.3 Alternative User Interfaces	Not Applicable	There is no alternative user interface
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Avaya Workplace does not have pre-recorded multimedia.
503.4.2 Audio Description Controls	Not Applicable	Avaya Workplace does not have pre-recorded multimedia.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Avaya Workplace is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Avaya Workplace is not an authoring tool.
504.3 Prompts	Not Applicable	Avaya Workplace is not an authoring tool.
504.4 Templates	Not Applicable	Avaya Workplace is not an authoring tool.

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	Does not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Will provide upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Documentation that explains how to use the accessibility and compatibility is provided.
603.3 Accommodation of Communication Needs	Does not Support	Avaya support services may be contacted via WebChat: https://support.avaya.com/contact/#click-to-chat

Appendix A: Keyboard Shortcuts

The following functions can be assigned to a configurable keyboard shortcut and those can be marked as global to operate when the application is not in focus.

- Answer Incoming Call
- Ignore Incoming Call
- Mute / Unmute Microphone
- End Current Call
- Hold / Un-hold Current Call
- Transfer Current Call
- Transfer Current Call to Last Held Call
- Merge Current Call with Last Held Call
- Redial
- Dial from Clipboard
- Check App Status
- Check Voice Mail Status
- Check Incoming Call Feature Status
- Read Current Call Appearance
- Narrator On / Off
- Stop Reading
- Repeat Last Phrase
- Toggle Hidden Mode On / Off
- Show Hide Application Dashboard
- Call Voicemail
- Agent After Call Work
- Agent Ready
- Agent Not Ready
-

The following functions are assigned to preset keyboard shortcuts and are available when the application has focus.

- Open Dialpad
- Select Top of Mind Dashboard
- Navigate to Favorites
- Navigate to Contacts

- Navigate to History
- Navigate to Messages
- Navigate to Meetings
- Search
- Agent Select Auto In Mode
- Agent Select Manual In Mode

©2023 Avaya Inc.

All rights reserved. Except as specifically stated, none of the material may be copied, reproduced, distributed, republished, downloaded, displayed, posted, or transmitted in any form without authorized, prior written permission from Avaya Inc. Permission is granted for you to make a single copy of Avaya Inc. "Section 508" documents, solely for informational and non-commercial use within your organization, provided that you keep intact all copyright and other proprietary notices. No other use of the information provided is authorized.

This market information is provided, pursuant to FAR Part 39.2, to be used by Requiring Officers. It is not intended to represent a certification for compliance. Any statement of compliance or conformance indicated on this document is an indication that the product shall be capable, at the time of its delivery, when used in accordance with Avaya's associated documents, and other written information provided to the government, of providing comparable access to 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.