

# Avaya Accessibility Conformance Report

VPAT® Version 2.1 – November 2023

**Name of Product/Version: Avaya Workspaces for Call Center Elite 3.8.3**

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

**Date: 13 November 2023**

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**Notes:** This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of Avaya Workspaces for Call Center Elite (WSFE) as of November 2023, and is only valid for the version and date it was tested. Avaya Workspaces for Elite is a browser-based application with which Contact Center agents can control customer calls (receive calls, drop calls, put on hold, transfer, make a conference etc. Note that audio streams are handled by other products like Avaya one-X Communicator and similar).

**Evaluation Methods Used:** Compliance was validated by manual testing with the assistance of JAWS screenreader and WAVE tools.

**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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A ( <b>Yes</b> / No) Level AA ( <b>Yes</b> / No) Level AAA (Yes / <b>No</b> )
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal	( <b>Yes</b> / No)

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

## 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

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"><li>• 501 (Web)(Software)</li><li>• 504.2 (Authoring Tool)</li><li>• 602.3 (Support Docs)</li></ul>	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
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No prerecorded audio-only or video-only are used in this solution.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 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.
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Content in Avaya Workspaces for Call Center Elite 3.8.3 is presented in a logical sequence that makes sense to users with assistive Technologies, such as screenreaders.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 does not use sensory information in instructions.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	Wherever color is used to convey information, a text alternative is also displayed.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 has controls that enable a user to mute, hold calls. Amplitude is user-adjustable via the audio control options that are presented by the user's PC.
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 makes use of predefined hotkeys which will enable the user perform actions and navigate using keyboard only.
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	There are no keyboard traps in Avaya Workspaces for Call Center Elite 3.8.3. 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.
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	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.
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	There is no moving, blinking, or scrolling information used in Avaya Workspaces for Call Center Elite 3.8.3.
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	No parts of Avaya Workspaces for Call Center Elite 3.8.3 use flashing or blinking outside the frequencies specified.
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>2017 Section 508</p>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 makes shortcut links and hotkeys available to allow users to

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		skip repetitive content.
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Frames are used for “Screenpops” in Avaya Workspaces for Call Center Elite 3.8.3 and are titled.
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All navigational elements and forms in Avaya Workspaces for Call Center Elite 3.8.3 follow a logical order that makes sense to the user.
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All links within Avaya Workspaces for Call Center Elite 3.8.3 have a clear title that makes it clear to the user the purpose and destination of that link.
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The default language of pages within Avaya Workspaces for Call Center Elite 3.8.3 is clearly identified in the HTML header, thus being identifiable by assistive technologies.
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Focus within Avaya Workspaces for Call Center Elite 3.8.3 does not change unexpectedly. The user has to explicitly perform an action in order for focus to change.
<p><b>3.2.2 On Input</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	In Avaya Workspaces for Call Center Elite 3.8.3 changes to input fields only change context when it is made clear to the user their action will cause this change.
<p><b>3.3.1 Error Identification</b> (Level A)</p>	Supports	Whenever a user inputs incorrect data in Avaya

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		Workspaces for Call Center Elite 3.8.3 they receive a clear indicator by both color and text to inform them where the error occurred and a hint as to how to remedy it.
<b>3.3.2 Labels or Instructions</b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	All forms within Avaya Workspaces for Call Center Elite 3.8.3 adhere to W3C standards and make use of assistive features such as labels to provide cues to the user.
<b>4.1.1 Parsing</b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 uses well formed HTML and strictly adheres to best practices in order that pages can be parsed by assistive Technologies.
<b>4.1.2 Name, Role, Value</b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 uses well formed HTML and strictly 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**

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.4 Captions (Live)</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.
<b>1.2.5 Audio Description (Prerecorded)</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Throughout Avaya Workspaces for Call Center Elite 3.8.3 strong adherence to WCAG 2.0 Level AA color contrast rules have been adhered to.
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 supports the increase of default font size in the browser to 200%, whereby the content is still visible to the user.
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Textual information is provided through operating system functions for displaying text.
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 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.
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All headings and labels in Avaya Workspaces for Call Center Elite 3.8.3 are descriptive and have a clear indication to the user what they represent.
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The current focus location is programmatically exposed for elements that can receive focus.
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 allows the user to choose the preferred language for the application. When the language is changed it is clear to

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		assistive Technologies what language the application is using.
<b>3.2.3 Consistent Navigation</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 maintains a consistent layout, whereby controls and content are presented to the user in a clearly identifiable theme.
<b>3.2.4 Consistent Identification</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Avaya Workspaces for Call Center Elite 3.8.3 has an intuitive icon library that when used these icons use either alt tags or are also shown with text.
<b>3.3.3 Error Suggestion</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	When an error has occurred within Avaya Workspaces for Call Center Elite 3.8.3 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.
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	Avaya Workspaces for Call Center Elite 3.8.3 does not commit the user to submit legal or financial data.

## 2017 Section 508 Report

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Avaya Workspaces for Call Center Elite 3.8.3 is optimised to be used with assistive technologies for



Criteria	Conformance Level	Remarks and Explanations
		users without vision, such as screenreaders.
302.2 With Limited Vision	Supports	Avaya Workspaces for Call Center Elite 3.8.3 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 for Call Center Elite 3.8.3 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 for Call Center Elite 3.8.3 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 for Call Center Elite 3.8.3 that alert the user using audio cues, also provide visual cues (eg. alerting interaction).
302.6 Without Speech	Supports	Avaya Workspaces for Call Center Elite 3.8.3 provides input mechanisms for the user to communicate without speech.
302.7 With Limited Manipulation	Supports	Avaya Workspaces for Call Center Elite 3.8.3 supports assistive technologies and makes extensive use of best practices for multiple input mechanisms.
302.8 With Limited Reach and Strength	Supports	Avaya Workspaces for Call Center Elite 3.8.3 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 for Call Center Elite 3.8.3 was 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 accessible to users with limited language, cognitive and learning abilities.

## Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
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Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The “Using Avaya Workspaces for Call Center Elite” document describes accessibility in Chapter 2.
602.3 Electronic Support Documentation	Supports	Avaya electronic support information provided at <a href="https://documentation.avaya.com">https://documentation.avaya.com</a> is provided in a web based format and supports accessibility requirements.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation for Avaya Workspaces for Call Center Elite 3.8.3 is available within the product and also as a PDF file. The PDF format of the documentation can be printed or converted to braille.
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Contact Avaya Support for accessibility-related issues.
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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