Avaya Accessibility Conformance Report

VPAT® **Version 2.1 – March 2018**

Name of Product/Version: Avaya Call Center Elite Digital 1.0

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

Date: 20 February 2020

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Notes:

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

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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0. 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 Call Center Elite Digital 1.0.
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 Call Center Elite Digital 1.0 uses flashing or blinking outside the frequencies specified.
2.4.1 Bypass Blocks (Level A) 2017 Section 508	Supports	Avaya Call Center Elite Digital 1.0 makes shortcut links and hotkeys available to allow users to skip repetitive

Criteria	Conformance Level	Remarks and Explanations
• 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		content.
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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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)	Supports	Whenever a user inputs incorrect data in Avaya Call

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Center Elite Digital 1.0 they receive a clear indicator by both 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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.

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• 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 with Exceptions	Throughout Avaya Call Center Elite Digital 1.0 strong adherence to WCAG 2.0 Level AA color contrast rules have been adhered to. However, The Solve Advisor desktop is compatible with *Windows High Contrast Modes* with a few exceptions: 1) color selection of fonts with in scratch pad 2) My monitors visualizations 3) Chrome only works with high contrast extensions 4) Firefox fails contrast requirement in case split screen
1.4.4 Resize text (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Avaya Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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)	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

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Avaya Call Center Elite Digital 1.0 allows the user to choose the 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 is optimised to be used with assistive technologies for users without vision, such as screenreaders.
302.2 With Limited Vision	Supports	Avaya Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 that alert the user using audio cues, also provide visual cues (eg. alerting interaction).
302.5 With Limited Hearing	Supports	Any elements in Avaya Call Center Elite Digital 1.0 that alert the user using audio cues, also provide visual cues (eg. alerting interaction).
302.6 Without Speech	Supports	Avaya Call Center Elite Digital 1.0 provides input mechanisms for the user to communicate without speech.
302.7 With Limited Manipulation	Supports	Avaya Call Center Elite Digital 1.0 supports assistive technologies and makes extensive use of best practices for multiple input mechanisms.
302.8 With Limited Reach and Strength	Supports	Avaya Call Center Elite Digital 1.0 supports

Criteria	Conformance Level	Remarks and Explanations
		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 Call Center Elite Digital 1.0 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 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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 Call Center Elite Digital 1.0 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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