

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya Proactive Outreach Manager 3.1.2

Product Description: Avaya Proactive Outreach Manager 3.1.2 is a managed software application on the Avaya Aura® Experience Portal. It enables organizations to send proactive multi-channel automated notifications as well as making agent based voice calls using a predictive dialer. As an Avaya Aura Experience Portal managed application, it links capabilities within the Experience Portal platform with the additional services and management infrastructure for Proactive Outreach Manager (POM).

The statements in this document refer to the additional Web based administration functions POM is providing in addition to the Experience Portal Manager (EPM) platform.

The statements in this document don't cover any agent desktop application as it is not part of POM directly. Such application would need to provide its own document.

Date: 15 May 2019

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Notes:

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated by the product development team mostly with the knowledge of the product and using the "SiteImprove Accessibility Checker" tool.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A - Yes Level AA - Yes Level AAA - 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

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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Some non-text elements on the Proactive Outreach Manager 3.1.2 web admin interface pages do not have text alternatives.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no pre-recorded audio-only or video-only content in Proactive Outreach Manager 3.1.2 web admin interface.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded audio or video

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		content in Proactive Outreach Manager 3.1.2 web admin interface.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no pre-recorded audio or video content in Proactive Outreach Manager 3.1.2 web admin interface.
<u>1.3.1 Info and Relationships</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Proactive Outreach Manager 3.1.2 web admin interface uses correct semantic structure in HTML, including labels and table headers. Validation of HTML structure is carried out when the application is built.
<u>1.3.2 Meaningful Sequence</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Proactive Outreach Manager 3.1.2 web admin interface content is presented in a logical sequence.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Proactive Outreach Manager 3.1.2 web admin interface uses multiple visual cues to help the user interact with the user interface.
<u>1.4.1 Use of Color</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Proactive Outreach Manager 3.1.2 web admin interface uses a text alternative wherever color is used.
<u>1.4.2 Audio Control</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Proactive Outreach Manager 3.1.2 web admin interface doesn't have any audio which plays automatically.
<u>2.1.1 Keyboard</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Proactive Outreach Manager 3.1.2 web admin interface enables the user perform actions and navigate using keyboard only.
<u>2.1.2 No Keyboard Trap</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Not Applicable	Proactive Outreach Manager 3.1.2 web admin interface doesn't have any keyboard traps.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.2.1 Timing Adjustable (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Proactive Outreach Manager 3.1.2 web admin interface included in the product doesn't have any time-based input.
2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Proactive Outreach Manager 3.1.2 web admin interface doesn't have any moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Proactive Outreach Manager 3.1.2 web admin interface doesn't have any flashing or blinking information.
2.4.1 Bypass Blocks (Level A) 2017 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 	Supports with Exceptions	Proactive Outreach Manager 3.1.2 web admin interface does not provide a method to skip repetitive navigation links.
2.4.2 Page Titled (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All pages on the Proactive Outreach Manager 3.1.2 web admin interface are titled.
2.4.3 Focus Order (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All navigational elements and forms in the Proactive Outreach Manager 3.1.2 web admin interface follow a logical order that makes sense to the user.
2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All links within the Proactive Outreach Manager 3.1.2 web admin interface have a clear title or tool tips 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Proactive Outreach Manager 3.1.2 web admin interface uses the language selected in the browser for displaying the pages.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Focus within the Proactive Outreach Manager 3.1.2 web admin interface 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	In the Proactive Outreach Manager 3.1.2 web admin interface 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Whenever a user inputs incorrect data in the Proactive Outreach Manager 3.1.2 web admin interface, a clear message by both color and text is displayed to inform where the error has occurred.
3.3.2 Labels or Instructions (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All forms within the Proactive Outreach Manager 3.1.2 web admin interface adhere to W3C standards and use labels to provide cues to the user.
4.1.1 Parsing (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Proactive Outreach Manager 3.1.2 web admin interface uses well formed HTML and strictly adheres to best practices to allow parsing of the pages.
4.1.2 Name, Role, Value (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Proactive Outreach Manager 3.1.2 web admin interface uses well formed HTML and strictly adheres to best practices to allow parsing of the pages.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There is no live audio or video content in the Proactive Outreach Manager 3.1.2 web admin interface.
1.2.5 Audio Description (Prerecorded) (Level AA) 2017 Section 508	Not Applicable	There is no pre-recorded audio content in the Proactive Outreach Manager 3.1.2

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		web admin interface.
<p>1.4.3 Contrast (Minimum) (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Throughout the Proactive Outreach Manager 3.1.2 web admin interface strong adherence to WCAG 2.0 Level AA color contrast rules have been adhered to.
<p>1.4.4 Resize text (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Proactive Outreach Manager 3.1.2 web admin interface supports the increase of default font size in the browser to 200%, whereby the content is still visible to the user.
<p>1.4.5 Images of Text (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Textual information on the Proactive Outreach Manager 3.1.2 web admin interface pages is provided by the browser through operating system functions.
<p>2.4.5 Multiple Ways (Level AA) Also applies to: 2017 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 	Supports with Exceptions	Proactive Outreach Manager 3.1.2 web admin interface provides only one way to locate the content on the pages.
<p>2.4.6 Headings and Labels (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All headings and labels in the Proactive Outreach Manager 3.1.2 web admin interface are descriptive and have a clear indication to the user what they represent.
<p>2.4.7 Focus Visible (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	The focus is not clearly visible on some of the elements the Proactive Outreach Manager 3.1.2 web admin interface pages (The ability to provide a “well-defined on-screen indication of the current focus” is dependent on the browser.)
<p>3.1.2 Language of Parts (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Proactive Outreach Manager 3.1.2 web admin interface allows the user to choose the preferred language through the web browser settings for the application. When the language is changed it is clear to assistive Technologies what language the application is using.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) 2017 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 	Supports	Proactive Outreach Manager 3.1.2 web admin interface 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 <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 	Supports	Proactive Outreach Manager 3.1.2 web admin interface displays icons with alt tags and/or are also shown with text labels.
3.3.3 Error Suggestion (Level AA) • 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	When an error occurs within the Proactive Outreach Manager 3.1.2 web admin interface either a suggestion is provided when it make sense or an error code is displayed to the user with a message to contact their system administrator.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Proactive Outreach Manager 3.1.2 web admin interface does not require 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 with Exceptions	POM is a software product running on and managed by the software platform product. The UI is browser based, which may be combined with compatible assistive technology. POM Monitor , Campaign Strategy and

Criteria	Conformance Level	Remarks and Explanations
		<p>Restrictions are not supported.</p> <p>Proactive Outreach Manager 3.1.2 web admin interface doesn't fully support users without vision, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.</p>
302.2 With Limited Vision	Supports with Exceptions	<p>POM is a software product running on and managed by the software platform product. The UI is browser based, which may be combined with compatible assistive technology.</p> <p>Proactive Outreach Manager 3.1.2 web admin interface doesn't fully support users without vision, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.</p>
302.3 Without Perception of Color	Supports	Any visual elements in the Proactive Outreach Manager 3.1.2 web admin interface pages that are represented by color, also have an alternative visual identifier for users without perception of color.
302.4 Without Hearing	Not Applicable	POM is a software product running on and managed by the software platform product. The UI is browser based and textual, that does not require any user hearing.
302.5 With Limited Hearing	Not Applicable	POM is a software product running on and managed by the software platform product. The UI is browser based and textual, that does not require any user hearing.
302.6 Without Speech	Not applicable.	POM is a software product running on and managed by the software platform product. The UI is browser based and textual, that does not require any user hearing or speech inputs.
302.7 With Limited Manipulation	Supports with Exceptions	Proactive Outreach Manager 3.1.2 web admin interface doesn't fully support users with limited manipulation, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.
302.8 With Limited Reach and Strength	Supports	Proactive Outreach Manager 3.1.2 web

Criteria	Conformance Level	Remarks and Explanations
		admin interface makes extensive use of best practices for multiple input mechanism.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Proactive Outreach Manager 3.1.2 web admin interface is designed to be intuitive and easily interpreted by a user with 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 4: Hardware

Notes:

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	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
402.2.2 Transactional Outputs	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
402.2.4 User Control	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
402.2.5 Braille Instructions	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
402.3.2 Non-private Listening	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
402.4 Characters on Display Screens	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.

Criteria	Conformance Level	Remarks and Explanations
402.5 Characters on Variable Message Signs	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	The manner in which Proactive Outreach Manager 3.1.2 conforms to this requirement is described in the response to 412.8.3.
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
407.3.2 Alphabetic Keys	Not Applicable	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
407.3.3 Numeric Keys	Not Applicable	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
407.4 Key Repeat	Not Applicable	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
407.5 Timed Response	Not Applicable	POM is not a self-contained closed product. It is a software product running

Criteria	Conformance Level	Remarks and Explanations
		on and managed by the software platform product.
407.6 Operation	Not Applicable	POM is not a self-contained closed product. It is a software product running on and managed by the software platform product.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	POM is not a self-contained closed product. It is a software product running on and managed by the software platform product.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product
407.8.2 Side Reach	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product
407.8.2.1 Unobstructed Side Reach	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product
407.8.2.2 Obstructed Side Reach	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product
407.8.3 Forward Reach	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product
407.8.3.2 Obstructed Forward Reach	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Proactive Outreach Manager 3.1.2 is a software only product
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	POM is not a self-contained closed product. It is a software product running on and managed by the software platform product.
408.3 Flashing	Not Applicable	POM UI does not blink or flash objects.
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	POM is not a self-contained closed

Criteria	Conformance Level	Remarks and Explanations
		product. It is a software product running on and managed by the software platform product. It does not apply to Proactive Outreach Manager 3.1.2.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	POM is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Proactive Outreach Manager 3.1.2.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	POM is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Proactive Outreach Manager 3.1.2.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	POM is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Proactive Outreach Manager 3.1.2.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	POM is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Proactive Outreach Manager 3.1.2.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	This requirement applies to transducer-equipped endpoint devices, such as telephone handsets and headsets. It does not apply to Proactive Outreach Manager 3.1.2.
412.3.2 Wireline Handsets	Not Applicable	This requirement applies to transducer-equipped endpoint devices, such as telephone handsets and headsets. It does not apply to Proactive Outreach Manager 3.1.2.
412.4 Digital Encoding of Speech	Does Not Support	Proactive Outreach Manager 3.1.2

Criteria	Conformance Level	Remarks and Explanations
		currently doesn't support G.722.2 codec.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	POM is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Proactive Outreach Manager 3.1.2.
412.7 Video Communication	Not Applicable	POM is not a self-contained closed product. It is a software product running on and managed by the software platform product. It does not apply to Proactive Outreach Manager 3.1.2.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable.	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
412.8.2 Voice and Hearing Carry Over	Not Applicable.	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
412.8.3 Signal Compatibility	Not Applicable.	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable.	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality.
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality. It does not apply to Proactive Outreach Manager 3.1.2.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the

Criteria	Conformance Level	Remarks and Explanations
		communication functionality. It does not apply to Proactive Outreach Manager 3.1.2.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality. It does not apply to Proactive Outreach Manager 3.1.2.
414.1.2 Other ICT	Not Applicable	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality. It does not apply to Proactive Outreach Manager 3.1.2.
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality. It does not apply to Proactive Outreach Manager 3.1.2.
415.1.2 Audio Description Controls	Not Applicable	The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on providing the communication functionality. It does not apply to Proactive Outreach Manager 3.1.2.

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	Will provide upon request.

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	See <u>WCAG 2.0</u> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation for the product is available within the product and also as a PDF files on the Avaya Support site.
603 Support Services	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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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.

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