

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya Proactive Outreach Manager 3.1.2 Outbound Widgets with Avaya Workspaces For Elite 3.6

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).

Avaya Workspaces for Elite as a web-based multi-channel agent desktop Contact Center application. It provides Avaya Call Center Elite agents to improve productivity and the overall customer experience by integrating multiple applications into a modern, consumer-like, agent desktop.

The statements in this document cover the additional agent functions provided by outbound widgets to perform integration of Workspaces for Elite desktop with the Proactive Outreach Manager agent based dialer.

Date: 11th June 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: 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
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 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.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 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.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No multimedia presentations are used in this solution.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No multimedia presentations are used in this solution.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Outbound Widgets for Elite Workspaces 3.6 uses correct semantic structure in HTML, including ARIA labels and table headers. Validation of correct HTML structure is carried out when the widget is compiled. <i>Some fields in callback widget does not have aria-label or descriptions</i>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	Content in Outbound Widgets for Elite Workspaces 3.6 is presented in a logical sequence that makes sense to users with assistive Technologies, such as

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		screenreaders.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Outbound Widgets for Elite Workspaces 3.6 does not use sensory information in instructions.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Wherever color is used to convey information, a text alternative is also displayed. The custom card title colour indicates the call state type. The call state is displayed in the status bar for the agent to identify.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Outbound Widgets for Elite Workspaces 3.6 has controls that enable a user to hold and unhold calls.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Outbound Widgets for Elite Workspaces 3.6 enables the user perform actions and navigate using keyboard and mouse.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There are no keyboard traps in Outbound Widgets for Elite Workspaces 3.6. The user has the ability to navigate away from dropdowns and modal Windows by making a selection or cancelling an action.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	For Auto wrapup the Agent can extend the wrapup time using a preconfigured extend time. The Agent also gets an indication when the wrapup time will expire. The auto dial time is not adjustable by the agent , but can be configured by the administrator

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no moving, blinking or scrolling information used in Outbound Widgets for Elite Workspaces 3.6.
<p>2.3.1 Three Flashes or Below Threshold (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No parts of Outbound Widgets for Elite Workspaces 3.6 uses flashing or blinking.
<p>2.4.1 Bypass Blocks (Level A) 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	Outbound Widgets for Elite Workspaces 3.6 makes shortcut links available to allow users to skip repetitive content.
<p>2.4.2 Page Titled (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Frames are used for “Screenpops” in Outbound Widgets for Elite Workspaces 3.6 and are titled.
<p>2.4.3 Focus Order (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All navigational elements and forms in Outbound Widgets for Elite Workspaces 3.6 follow a logical order that makes sense to the user.
<p>2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All link buttons within Outbound Widgets for Elite Workspaces 3.6 have a clear title that makes it clear to the user the purpose and destination of that link.
<p>3.1.1 Language of Page (Level A) 2017 Section 508</p>	Supports	The default language of pages within Outbound Widgets for Elite Workspaces 3.6 is clearly identified in the HTML

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		header, thus being identifiable by assistive technologies.
<p>3.2.1 On Focus (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Focus within Outbound Widgets for Elite Workspaces 3.6 does not change unexpectedly. The user has to explicitly perform an action in order for focus to change.
<p>3.2.2 On Input (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	In Outbound Widgets for Elite Workspaces 3.6 changes to input fields only change context when it is made clear to the user their action will cause this change.
<p>3.3.1 Error Identification (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exception	Whenever a user inputs incorrect data in Outbound Widgets for Elite Workspaces 3.6 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. <i>DTMF widget does not display error for invalid input</i>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All forms within Outbound Widgets for Elite Workspaces 3.6 adhere to W3C standards and make use of assistive features such as labels to provide cues to the user.
<p>4.1.1 Parsing (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Outbound Widgets for Elite Workspaces 3.6 uses well formed HTML and strictly adheres to best practices in order that pages can be parsed by assistive Technologies.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports with Exceptions	Outbound Widgets for Elite Workspaces 3.6 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

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		labels. <i>The Callback Start and Expiry Date and time fields in Callback Widget do not have a description</i>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	No multimedia presentations are used in this solution.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	No multimedia presentations are used in this solution.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Throughout Outbound Widgets for Elite Workspaces 3.6 strong adherence to WCAG 2.0 Level AA color contrast rules have been adhered to. <i>The contrast ratio for Callback type in disabled mode does not support this requirement</i>
<p>1.4.4 Resize text (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Outbound Widgets for Elite Workspaces 3.6 supports the increase of default font size in the browser to 200%, whereby the content is still visible to the user.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Textual information is provided through operating system functions for displaying text.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>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	Outbound Widgets for Elite Workspaces 3.6 provides multiple ways for a user to navigate throughout the application, map whereby the user can access content using mouse and keyboard combination.
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>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 Outbound Widgets for Elite Workspaces 3.6 are descriptive and have a clear indication to the user what they represent.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The current focus location is programmatically exposed for elements that can receive focus. (The ability to provide a “well-defined on-screen indication of the current focus” is dependent on the browser, some of which do a better job than others satisfying this requirement.)
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Outbound Widgets for Elite Workspaces 3.6 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.
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>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	Outbound Widgets for Elite Workspaces 3.6 maintains a consistent layout, whereby controls and content are presented to the user in a clearly identifiable theme.

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.4 Consistent Identification</u> (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	Outbound Widgets for Elite Workspaces 3.6 has an intuitive icon library that when used these icons use either alt tags or are also shown with text.
<u>3.3.3 Error Suggestion</u> (Level AA) <ul style="list-style-type: none"> • 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	When an error has occurred within Outbound Widgets for Elite Workspaces 3.6 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.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Outbound Widgets for Elite Workspaces 3.6 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	Outbound Widgets for Elite Workspaces 3.6 is optimised to be used with assistive technologies for users without vision, such as screenreaders.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Supports	Outbound Widgets for Elite Workspaces 3.6 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 Outbound Widgets for Elite Workspaces 3.6 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 Outbound Widgets for Elite Workspaces 3.6 provide visual cues (eg. Job attached , Callback due etc).
302.5 With Limited Hearing	Supports	Any elements in Outbound Widgets for Elite Workspaces 3.6 provide visual cues (eg. Job Attached, Errors).
302.6 Without Speech	Supports	Outbound Widgets for Elite Workspaces 3.6 provides input mechanisms for the user to communicate without speech.
302.7 With Limited Manipulation	Supports	Outbound Widgets for Elite Workspaces 3.6 supports assistive technologies and makes extensive use of best practices for multiple input mechanisms.
302.8 With Limited Reach and Strength	Supports	Outbound Widgets for Elite Workspaces 3.6 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 Outbound Widgets for Elite Workspaces 3.6 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

Criteria	Conformance Level	Remarks and Explanations
		terminology all help in making the product accessible 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 Outbound Widgets for Elite Workspaces 3.6 is available within the product and also as a PDF file. Both of which support accessibility requirements.
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 Outbound Widgets for Elite Workspaces 3.6 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 Outbound Widgets for Elite Workspaces 3.6 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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Updated June 11th 2019