Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya Proactive Outreach Manager 3.1.3 Outbound Widgets with Avaya Workspaces For Elite 3.6.1

Product Description: Avaya Proactive Outreach Manager 3.1.3 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: 14th January 2020

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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
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.
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 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. *Some fields in callback widget does not have aria-label or descriptions*
1.3.2 Meaningful Sequence (Level A) 2017 Section 508 • 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
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		screenreaders.
1.3.3 Sensory Characteristics (Level A) Also applies to: • 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.
1.4.1 Use of Color (Level A) 2017 Section 508 • 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.
1.4.2 Audio Control (Level A) 2017 Section 508 • 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.
2.1.1 Keyboard (Level A) 2017 Section 508 • 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.
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 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.
2.2.1 Timing Adjustable (Level A) 2017 Section 508 • 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
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 Outbound Widgets for Elite Workspaces 3.6.
2.3.1 Three Flashes or Below Threshold (Level A) 2017 Section 508 • 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.
2.4.1 Bypass Blocks (Level A) 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	Outbound Widgets for Elite Workspaces 3.6 makes shortcut links available to allow users to skip repetitive 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 Outbound Widgets for Elite Workspaces 3.6 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 Outbound Widgets for Elite Workspaces 3.6 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 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.
3.1.1 Language of Page (Level A) 2017 Section 508	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
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		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 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.

3.2.2 On Input (Level A)
2017 Section 508
   • 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.

3.3.1 Error Identification (Level A)
2017 Section 508
   • 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 occured and a hint as to how to remedy it. *DTMF widget does not display error for invalid input*

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 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.

4.1.1 Parsing (Level A)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Outbound Widgets for Elite Workspaces 3.6 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)
	Supports with Exceptions	Outbound Widgets for Elite Workspaces 3.6 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

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		labels. *The Callback Start and Expiry Date and time fields in Callback Widget do not have a description*

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) • 602.3 (Support Docs)	Not Applicable	No multimedia presentations are used in this solution.
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 Outbound Widgets for Elite Workspaces 3.6 strong adherence to WCAG 2.0 Level AA color contrast rules have been adhered to. *The contrast ratio for Callback type in disabled mode does not support this requirement*
1.4.4 Resize text (Level AA) 2017 Section 508 • 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.
1.4.5 Images of Text (Level AA) 2017 Section 508	Supports	Textual information is provided through operating system functions for displaying text.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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	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.
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 Outbound Widgets for Elite Workspaces 3.6 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) • 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.)
3.1.2 Language of Parts (Level AA) 2017 Section 508 • 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.
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	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.
3.2.4 Consistent Identification (Level AA) 2017 Section 508	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.

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		
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 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.
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	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.
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

Criteria	Conformance Level	Remarks and Explanations
		(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 terminology all help in making the product accessibile 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 3.1.3 is a software only product.
402.2.2 Transactional Outputs	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product.
402.2.4 User Control	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product.
402.2.5 Braille Instructions	Not Applicable	Proactive Outreach Manager 3.1.3 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 3.1.3 is a software only product.
402.3.2 Non-private Listening	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product.
402.4 Characters on Display Screens	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product.
402.5 Characters on Variable Message Signs	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product.

Criteria	Conformance Level	Remarks and Explanations
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Proactive Outreach Manager 3.1.3 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 3.1.3 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 3.1.3 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 3.1.3 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 3.1.3 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.

Criteria	Conformance Level	Remarks and Explanations
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 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 3.1.3 is a software only product
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product
407.8.2 Side Reach	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product
407.8.2.1 Unobstructed Side Reach	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product
407.8.2.2 Obstructed Side Reach	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product
407.8.3 Forward Reach	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product
407.8.3.2 Obstructed Forward Reach	Not Applicable	Proactive Outreach Manager 3.1.3 is a software only product

Criteria	Conformance Level	Remarks and Explanations
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Proactive Outreach Manager 3.1.3 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 3.1.3 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 product. It is a software product running on and managed by the software platform product. It does not apply to Proactive Outreach Manager 3.1.3.
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 3.1.3.
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 3.1.3.
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

Criteria	Conformance Level	Remarks and Explanations
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 3.1.3.
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 3.1.3.
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 3.1.3.
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 3.1.3.
412.4 Digital Encoding of Speech	Does Not Support	Proactive Outreach Manager 3.1.3 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 3.1.3.
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 3.1.3.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		The scope of POM lies only in a high level agent selection and pacing of outbound contact, not per se on

Criteria	Conformance Level	Remarks and Explanations
	Not Applicable.	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 3.1.3.
413.1.3 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 communication functionality. It does not apply to Proactive Outreach Manager 3.1.3.
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 3.1.3.
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.

Criteria	Conformance Level	Remarks and Explanations
		It does not apply to Proactive Outreach Manager 3.1.3.
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 3.1.3.
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 3.1.3.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.0](#) section	See information in WCAG section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Supports	POM 3.1.3 has UI provided in EP portal pages for admistraation and has options in DB as configurable features
502.2.2 No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Supports	Roles and responsibilities are configurable
502.3.2 Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Supports	
502.3.4 Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Supports	
502.3.5 Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
502.3.6 Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Supports	
502.3.7 Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Supports	
502.3.8 Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supports	
502.3.9 Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Supports	
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Supports	
502.3.12 Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supports	
502.3.13 Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Supports	
502.3.14 Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to	Supports	

Criteria	Conformance Level	Remarks and Explanations
assistive technology.		
502.4 Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.	Supports	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Supports	
503.3 Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Supports	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Supports	
503.4.2 Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Supports	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility. EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code. (NOTE: If the product is not an authoring tool, enter "not applicable")	See [WCAG 2.0](#) section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Supports	
504.2.2 PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).	Supports	
504.3 Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Supports	
504.4 Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Supports	

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. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	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 reqirements.
602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	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. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	The Outbound Widgets for Elite Workspaces 3.6 provides information on the accessibility and compatibility features.
603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Communication for product sales and support is provided in multiple media channels through the Avaya website.

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Updated January 14th 2020