Avaya Accessibility Conformance Report

VPAT[®] Version 2.1 – March 2018

Name of Product/Version: Avaya Workspaces 3.8.1

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

Date: 25 March 2021

Contact information: Amanda Cusack (acusack@avaya.com)

Notes: This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of Avaya Workspaces including Avaya Analytics Real Time Reporting as of March 2021, and is only valid for the version and date it was tested.

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

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 <u>http://www.w3.org/TR/2008/REC-</u>	Level A (<u>Yes</u> / No)
<u>WCAG20-20081211/</u>	Level AA (<u>Yes</u> / No)
	Level AAA (Yes / <u>No</u>)
Revised Section 508 standards as published by the U.S. Access Board in the Federal	
Register on January 18, 2017	(Yes / No)
Corrections to the ICT Final Rule as published by the US Access Board in the Federal	(<u>183</u> /100)
Register on January 22, 2018	

[&]quot;Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

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 <u>WCAG 2.0 Conformance Requirements</u>.

Table 1: Success Criteria, Level A

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		No proceeded audio only or video only are used in
• 501 (Web)(Software)	Not Applicable	No prerecorded audio-only or video-only are used in this solution.
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A)		
2017 Section 508		
• 501 (Web)(Software)	Not Applicable	No multimedia presentations are used in this solution.
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		
2017 Section 508		
• 501 (Web)(Software)	Not Applicable	No multimedia presentations are used in this solution.
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A)		
2017 Section 508		Avaya Workspaces 3.8.1 uses correct semantic structure in HTML, including ARIA labels and table headers. Validation of correct HTML structure is carried out when
• 501 (Web)(Software)	Supports	
• 504.2 (Authoring Tool)		the application is built.
602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A)		
2017 Section 508		Content in Avaya Workspaces 3.8.1 is presented in a
 501 (Web)(Software) 	Supports	logical sequence that makes sense to users with
• 504.2 (Authoring Tool)		assistive Technologies, such as screenreaders.
602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A)		
Also applies to:		Avaya Workspaces 3.8.1 does not use sensory
 501 (Web)(Software) 	Supports	information in instructions.
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.4.1 Use of Color (Level A)		
2017 Section 508	Supports	Wherever color is used to convey information, a text alternative is also displayed.
 501 (Web)(Software) 	Supports	
• 504.2 (Authoring Tool)		

• 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) 2.1.1 Keyboard (Level A) 2017 Section 508 • 501 (Web)(Software)	Criteria	Conformance Level	Remarks and Explanations
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		Supports	
	 501 (Web)(Software) – Does not apply to non-web software 	Jupports	

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool)		
 602.3 (Support Docs) – Does not apply to non-web docs 		
2.4.2 Page Titled (Level A)		
2017 Section 508		Frames are used for "Screenpops" in Avaya Workspaces
• 501 (Web)(Software)	Supports	3.8.1 and are titled.
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.4.3 Focus Order (Level A)		
2017 Section 508		All navigational elements and forms in Avaya
 501 (Web)(Software) 	Supports	Workspaces 3.8.1 follow a logical order that makes
• 504.2 (Authoring Tool)		sense to the user.
602.3 (Support Docs)		
2.4.4 Link Purpose (In Context) (Level A)		
2017 Section 508		All links within Avaya Workspaces 3.8.1 have a clear title
 501 (Web)(Software) 	Supports	that makes it clear to the user the purpose and
 504.2 (Authoring Tool) 		destination of that link.
602.3 (Support Docs)		
3.1.1 Language of Page (Level A)		
2017 Section 508		The default language of pages within Avaya Workspaces
 501 (Web)(Software) 	Supports	3.8.1 is clearly identified in the HTML header, thus being
• 504.2 (Authoring Tool)		identifiable by assistive technologies.
602.3 (Support Docs)		
3.2.1 On Focus (Level A)		
2017 Section 508		Focus within Avaya Workspaces 3.8.1 does not change
 501 (Web)(Software) 	Supports	unexpectedly. The user has to explicitly perform an
• 504.2 (Authoring Tool)		action in order for focus to change.
602.3 (Support Docs)		
3.2.2 On Input (Level A)		
2017 Section 508		In Avaya Workspaces 3.8.1 changes to input fields only change context when it is made clear to the user their
• 501 (Web)(Software)	Supports	
• 504.2 (Authoring Tool)		action will cause this change.
602.3 (Support Docs)		
3.3.1 Error Identification (Level A)	Supports	Whenever a user inputs incorrect data in Avaya
2017 Section 508		Workspaces 3.8.1 they receive a clear indicator by both

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software)504.2 (Authoring Tool)		color and text to inform them where the error occured and a hint as to how to remedy it.
 602.3 (Support Docs) 		
3.3.2 Labels or Instructions (Level A)		
2017 Section 508		All forms within Avaya Workspaces 3.8.1 adhere to W3C
 501 (Web)(Software) 	Supports	standards and make use of assistive features such as
• 504.2 (Authoring Tool)		labels to provide cues to the user.
• 602.3 (Support Docs)		
4.1.1 Parsing (Level A)		
2017 Section 508		Avaya Workspaces 3.8.1 uses well formed HTML and
 501 (Web)(Software) 	Supports	stricly adheres to best practices in order that pages can
• 504.2 (Authoring Tool)		be parsed by assistive Technologies.
• 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A)		
2017 Section 508		Avaya Workspaces 3.8.1 uses well formed HTML and
• 501 (Web)(Software)	Supports	stricly adheres to best practices in order that pages can be parsed by assistive Technologies. The application also
• 504.2 (Authoring Tool)		makes use of ARIA labels.
• 602.3 (Support Docs)		

Table 2: Success Criteria, Level AA

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.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
1.4.3 Contrast (Minimum) (Level AA)		
2017 Section 508		Throughout Avaya Workspaces 3.8.1 strong adherance
• 501 (Web)(Software)	Supports	to WCAG 2.0 Level AA color contrast rules have been
• 504.2 (Authoring Tool)		adhered to.
602.3 (Support Docs)		
1.4.4 Resize text (Level AA)		
2017 Section 508		Avaya Workspaces 3.8.1 supports the increase of
• 501 (Web)(Software)	Supports	default font size in the browser to 200%, whereby the
• 504.2 (Authoring Tool)		content is still visible to the user.
602.3 (Support Docs)		
1.4.5 Images of Text (Level AA)		
2017 Section 508		Textual information is provided through operating
• 501 (Web)(Software)	Supports	system functions for displaying text.
• 504.2 (Authoring Tool)		system functions for displaying text.
602.3 (Support Docs)		
2.4.5 Multiple Ways (Level AA)		
Also applies to:		Avaya Workspaces 3.8.1 provides multiple ways for a
2017 Section 508	Supports	user to navigate throughout the application, including a
 501 (Web)(Software) – Does not apply to non-web software 	Supports	comprehensive shortcut key map whereby the user can
• 504.2 (Authoring Tool)		access content using a short keyboard combination.
602.3 (Support Docs) – Does not apply to non-web docs	[
2.4.6 Headings and Labels (Level AA)		
2017 Section 508		All headings and labels in Avaya Workspaces 3.8.1 are
• 501 (Web)(Software)	Supports	descriptive and have a clear indication to the user what
• 504.2 (Authoring Tool)		they represent.
602.3 (Support Docs)	1	
2.4.7 Focus Visible (Level AA)		The current focus location is programmatically exposed
2017 Section 508		for elements that can receive focus. (The ability to
• 501 (Web)(Software)	Supports	provide a "well-defined on-screen indication of the
• 504.2 (Authoring Tool)		current focus" is dependent on the browser, some of
602.3 (Support Docs)		which do a better job than others satisfying this requirement.)
3.1.2 Language of Parts (Level AA)	Supports	Avaya Workspaces 3.8.1 allows the user to choose the

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508		preferred language for the application. When the
• 501 (Web)(Software)		language is changed it is clear to assistive Technologies
• 504.2 (Authoring Tool)		what language the application is using.
602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA)		
2017 Section 508		Avaya Workspaces 3.8.1 maintains a consistent layout,
 501 (Web)(Software) – Does not apply to non-web software 	Supports	whereby controls and content are presented to the user
• 504.2 (Authoring Tool)		in a clearly identifiable theme.
 602.3 (Support Docs) – Does not apply to non-web docs 		
3.2.4 Consistent Identification (Level AA)		
2017 Section 508		Avaya Workspaces 3.8.1 has an intuitive icon library that
 501 (Web)(Software) – Does not apply to non-web software 	Supports	when used these icons use either alt tags or are also
• 504.2 (Authoring Tool)		shown with text.
 602.3 (Support Docs) – Does not apply to non-web docs 		
3.3.3 Error Suggestion (Level AA)		
•		When an error has occurred within Avaya Workspaces
2017 Section 508	Supports	3.8.1 a suggestion is provided to the user when it makes
• 501 (Web)(Software)	Supports	sense, otherwise an error code is displayed to the user
• 504.2 (Authoring Tool)		and they are directed to their system administrator.
• 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)		
2017 Section 508	Not Applicable	Avaya Workspaces 3.8.1 does not commit the user to
• 501 (Web)(Software)		submit legal or financial data.
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

2017 Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Avaya Workspaces 3.8.1 is optimised to be used with assistive technologies for users without vision, such as screenreaders.
302.2 With Limited Vision	Supports	Avaya Workspaces 3.8.1 supports users with limited vision by having a clear layout, strong iconography (solid/filled) and support for magnification of viewport.
302.3 Without Perception of Color	Supports	Any visual elements in Avaya Workspaces 3.8.1 that are represented by color, also have an alternative visual identifier for users without perception of color.
302.4 Without Hearing	Supports	Any elements in Avaya Workspaces 3.8.1 that alert the user using audio cues, also provide visual cues (eg. alerting interaction).
302.5 With Limited Hearing	Supports	Any elements in Avaya Workspaces 3.8.1 that alert the user using audio cues, also provide visual cues (eg. alerting interaction).
302.6 Without Speech	Supports	Avaya Workspaces 3.8.1 provides input mechanisms for the user to communicate without speech.
302.7 With Limited Manipulation	Supports	Avaya Workspaces 3.8.1 supports assistive technologies and makes extensive use of best practices for multiple input mechanisms.
302.8 With Limited Reach and Strength	Supports	Avaya Workspaces 3.8.1 supports assistive technologies and makes extensive use of best practices for multiple input mechanisms.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The interface in Avaya Workspaces 3.8.1

Criteria	Conformance Level	Remarks and Explanations
		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 Workspaces 3.8.1 is available within the product and also as a PDF file. Both of which support accessibility reqirements.
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 Avaya Workspaces 3.8.1 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 Workspaces 3.8.1 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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