Avaya Business Rules Engine Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya Business Rules Engine 3.7

Product Description: Avaya Business Rules Engine (ABRE) provides a centralized, easy to administer web-based decision engine that provides the ability to define and manage complex customer engagement and selection logic for highly segmented, heterogeneous contact center operations.

Date: September 2021

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Notes:

Evaluation Methods Used: Testing based on general product knowledge, conducted by

product development, product QA, and product management assessment.

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-_	Level A (Yes / No)

WCAG20-20081211/	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:

- 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Almost no images are provided in the content.
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	ABRE does not provide audio-only or video-only content
1.2.2 Captions (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	ABRE does not provide audio-only or video-only content
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	ABRE does not provide audio-only or video-only content
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	Some information conveyed through visual representations is not available via text.
1.3.2 Meaningful Sequence (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Some content does not make sense when linearized.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All web references can be located and identified without any knowledge of its size, shape, or relative position. Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Color is not used as the only visual means of conveying information indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	ABRE does not provide audio content. No audio plays on a web page automatically.
2.1.1 Keyboard (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Most functionality of the content is operable through a keyboard interface, there is an exception during opening table contents.
2.1.2 No Keyboard Trap (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Keyboard focus can be moved to a component of the page using a keyboard interface and focus can be moved away from that component using only a keyboard interface.
2.2.1 Timing Adjustable (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There are no time limitations in the application.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The report refresh for realtime is moving however, it

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		can be open/hidden by cliking the checkbox.
2.3.1 Three Flashes or Below Threshold (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No flashing or blinking content is present in the product. Therefore marking Supports rather than N/A, per "WCAG 2.0 Understanding Conformance".
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	There is a possibility to skip some content (for example content inside the table) during tabbing, in this case it is required to press "Enter" button and continue to work with the appropriate table content.
2.4.2 Page Titled (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Web pages have titles that describe topic or purpose. Page Title is reflected in path at the top of the page.
2.4.3 Focus Order (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	Web page navigation is not required to be sequential. Focus order is logical enough.
2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text of links describes the purpose of those links. Link purpose also can be understood by column header name of the tables.
3.1.1 Language of Page (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The language of the web pages can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When any user interface component receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The properties pane has a mechanism to indicate whether the use has supplied input manually or through mappings (done in a different dialog).
3.3.1 Error Identification (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Labels or instructions are provided when content requires user input.
4.1.1 Parsing (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
4.1.2 Name, Role, Value (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined.

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 live audio or video.

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 pre-recorded audio or video.

1.4.3 Contrast (Minimum) (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports with Exceptions	Some visual presentation of text and images of text does not have a contrast ratio of at least 4.5:1.

1.4.4 Resize text (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports with Exceptions	Browser zooming is supported, but some loss of content or functionality has been observed.

1.4.5 Images of Text (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Text is used to convey information rather than images of text.

2.4.5 Multiple Ways (Level AA)
Also applies to:
2017 Section 508
   • 501 (Web)(Software) – Does not apply to non-web software
   • 504.2 (Authoring Tool)
	Supports	More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Headings and labels describe topic or purpose.
2.4.7 Focus Visible (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Some keyboard operable user interfaces have modes of operation where the keyboard focus indicator is not visible.
3.1.2 Language of Parts (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The human language of each passage or phrase in the content is not tagged independently.
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	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated.
3.2.4 Consistent Identification (Level AA) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Components that have the same functionality within a set of Web pages are identified consistently.
3.3.3 Error Suggestion (Level AA) • 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Web pages that modify or delete user-controllable data

Criteria	Conformance Level	Remarks and Explanations

2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
		in data storage systems, or that submit user test responses are checked, confirmed, and reversible.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports with exceptions	Due to some of the limitations above the application is not fully accessible to people who are blind.
302.2 With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supports with exceptions	Zoom is supported on browser level, fonts are ok.
302.3 Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports	ABRE does not require user perception of color. Color information also provided (described) by text.
302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	ABRE does not require user hearing.
302.5 With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	ABRE does not require user hearing.
302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does	Supports	ABRE does not require user speech.

Criteria	Conformance Level	Remarks and Explanations
not require user speech.		
302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports	ABRE does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	ABRE does not require fine reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	Very basic abilities are require to use ABRE application.

Chapter 4: Hardware

Notes:

Avaya Business Rules Engine 3.7 is a software application. There are no hardware components.

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	Heading cell – no response required	Heading cell – no response required
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.	Not Applicable	Software does not provide direct control over accessibility features because it is a browser based application.
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	Software does not disrupt accessibility features.
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	Sufficient information about a user interface element including the identity, operation and state of the arevavailable to assistive technology
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 with exceptions	Some UI components are accessible to assistive technologies
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	Data tables have column and/or row headers appropriately identified Vaadin Grid supports this.
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 with exceptions	Range of allowable values is displayed in properties description in text format
502.3.5 Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through	Supports with exceptions	Most of main UI components are accessible to assistive technologies

Criteria	Conformance Level	Remarks and Explanations
assistive technology.		
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 with exceptions	All built in layouts manage the labeling properly based on the components' captions.
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 with exceptions	When closing a window, the element that had focus before opening the window will receive focus when the window is closed. Closing a window is now possible with the ESC key
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 with exceptions	Handled by the browser
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 with exceptions	Handled by the browser
502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Supports with exceptions	Sufficient information about a user interface element including the identity, operation and state of the arevavailable to assistive technology
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Supports with exceptions	Sufficient information about a user interface element including the identity, operation and state of the arevavailable to assistive technology
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	A well-defined on-screen indication of the current focus is provided that moves among interactive interface elements as the input focus changes.
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	The focus is programmatically exposed so that assistive technology can track focus and focus changes.
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 assistive technology.	Not Supported	There is also a new style available, to make it possible to provide a notification only to users of assistive technologies, that is not

Criteria	Conformance Level	Remarks and Explanations
		visible on screen, but it is not implemented in ABRE

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.
	Not applicable	This is not a platform but a software application

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.	Not Applicable	This is a browser based application.
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.	Not applicable	No alternative user interface is provided by the application.
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.	Not applicable	No audio descriptions are provided.
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.	Not applicable	No audio descriptions are provided.
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")	Not applicable	No authoring tools are provided.
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.	Not applicale	No authoring tools are provided.
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).	Not applicale	No authoring tools are provided.
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.	Not applicable	No authoring tools are provided.
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.	Not applicale	No authoring tools are provided.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations

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.	Not supported	Documentation does not list how to use accessibility and compatibility features.
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).	Supports with exeptions	The documents can be open in PDF format and can be read using internal Out loud.
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	Can be provided upon request.
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.	Not supported	No description for navigation (keys used etc) is provided.
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	Avaya support services may be contacted via WebChat: https://support.avaya.com/contact/#click-tochat

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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.