Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Call Management System R19.2 (CMS Supervisor Web)

Product Description: CMS Supervisor Web gives users access to the reporting functionality of the Call Management System (CMS) and access to some of the administration features of CMS.

As the reporting interface makes use of Adobe Flash, users of screen readers will need one with the Flash Player implementation of Microsoft Active Accessibility (MSAA) and will need to access reports in conjunction with a compatible web browser (e.g. Internet Explorer 11)

Date: 22 March, 2021

Contact information: Vineet Sood (vineetso@avaya.com)

Notes:

Evaluation Methods Used: Manual testing by development team

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- 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	Fully supported with no known outages
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	The product does not make use of audio or video
1.2.2 Captions (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not make use of audio or video
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	The product does not make use of audio or video
1.3.1 Info and Relationships (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	R18.1 of the product was reworked to meet this criteria
1.3.2 Meaningful Sequence (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	R18.1 of the product was reworked to meet this criteria

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	We don't solely rely on shape, size, visual location, orientation, or sound for communicating information.
1.4.1 Use of Color (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The one known exception to this criteria is the use of color to identify data meeting thresholds in reports.
1.4.2 Audio Control (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not make use of audio or video
2.1.1 Keyboard (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The functionality is available using a keyboard as the only input device
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 known keyboard traps
2.2.1 Timing Adjustable (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The only timing sentisitive item is the refresh of realtime reports and a user will normally have a default refresh of 10 seconds but can increase that on a per report basis to as high as 600 seconds
2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	The report refresh for realtime and integrated data can be controlled by the user and supports a refresh range of 3 to 600 seconds (the updates are essential to the functionality so cannot be paused)

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
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	The product does not make use of flashing
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	The bypass is available for reports and admin. When the home page is showing there is nothing to jump to as the content area is empty so the bypass does not appear.
2.4.2 Page Titled (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	We do not support this in the current release for the Home/Report selection/Administration pages however all the report pages will show the name of the report.
2.4.3 Focus Order (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The focus order for all items should make sense and behave consistently
2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Link purpose is always clear from link text or context
3.1.1 Language of Page (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Language of page can be programmatically determined
3.2.1 On Focus (Level A) 2017 Section 508 • 501 (Web)(Software)	Supports	On focus does not change contect

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.2 On Input (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	On Input does not change context that the user hasn't been previously advised of
3.3.1 Error Identification (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Input errors are identified and text displays a description of the error
3.3.2 Labels or Instructions (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Labels and or instructions are provided when user input is required
4.1.1 Parsing (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	HTML pages etc should parse without errors.
4.1.2 Name, Role, Value (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Components are named, values can be programmatically set and assistive technologies can monitor for changes to these items.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

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	The product does not make use of 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	The product does not make use of 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	Verified using Colour Contrast Analyser

1.4.4 Resize text (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports with Exceptions	The reports can operate at 200% zoom without any issues however report selection and agent administration have some issues

1.4.5 Images of Text (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	We avoid the use of text images

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	We allow users to search for reports and functionality in addition to using menus to navigate around the system

2.4.6 Headings and Labels (Level AA) 2017 Section 508 • 501 (Web)(Software)	Supports	Headings and labels describr topic or purpose

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	A keyboard focus indicator always shows where the current keyboard focus is
3.1.2 Language of Parts (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	content is not displayed in multiple languages
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	Navigation patterns provide consistent navigation
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 with the same functionality 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	When the software is able to make suggestions when an error occurs, this is presented to the user.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Where possible we verify data and give an opportunity to modify the data prior to submission (eg agent administration)

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Product usable with screen readers
302.2 With Limited Vision	Supports	Product usable with screen readers, adjusted font sizes and customized color selections for report charts, thresholds
302.3 Without Perception of Color	Supports	Reports with charts also include the data presented in a different format (or this can be customized by end users) and color perception not required for the rest of the product functionality
302.4 Without Hearing	Supports	The product does not make use of sound
302.5 With Limited Hearing	Supports	The product does not make use of sound
302.6 Without Speech	Supports	The product does not make use of sound
302.7 With Limited Manipulation	Supports	User only needs to be able to interact with a web browser
302.8 With Limited Reach and Strength	Supports	User only needs to be able to interact with a web browser
302.9 With Limited Language, Cognitive, and Learning Abilities	Not applicable	This is a specialist tool that does require language, learning and cognition skills.

Chapter 4: Hardware

Notes: This section does not apply to CMS Supervisor Web (we are a software only solution)

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	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
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	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
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	
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: Software

Notes: Not applicable for web based software (CMS Supervisor Web is a web based application)

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	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not 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	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

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

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	
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	Available on request
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	
603.3 Accommodation of Communication Needs	Not Applicable	

Legal Disclaimer

This market information is provided pursuant to FAR Part 39.2 and is not a certification of compliance. In addition, the content of this document does not constitute a warranty or guarantee regarding compliance with applicable accessibility requirements. Any statement of compliance or conformance indicated on this document is an indication of the products capability, at the time of its delivery and when used in accordance with Avaya's associated documentation of providing comparable access to individuals with disabilities consistent with FAR Part 39.2, including but not limited to, the interoperability of any assistive technologies to be used with the product.