Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya Callback Assist Release 5.0.x

Product Description: Enables the Contact Center to present callers the option of a callback during periods of peak call volume when estimated wait time is at its highest, hence avoiding waiting in queue.

Date: September 30th, 2020

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Notes: the affected User Interfaces of the Avaya Callback Assist (CBA) 5.0.x product are the Admin UI (web UI to administer callback configurations) and the Voice UI (offer/accept callback requests through the voice channel). In release 5.0.x the Admin UI was extended to include Reporting Dashboards which provides built-in real-time charts and historical tabular reports based on the CBA real-time events; the legacy operational reports available up to 4.7.x releases are still available. The *personas* using the Admin UI are Contact Center Administrators and Supervisors, and the *personas* using the Voice UI (aka voice dialogs) are Customers and Contact Center Agents. The Voice UI is supported through Avaya Aura® Experience Portal 7.2.1 up to Avaya Experience Portal 8.0.

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated by the Software Engineering Manager and Product Manager mostly with the knowledge of the product and limited manual testing.

Applicable Standards/Guidelines

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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 with Exceptions	In the Admin UI there are action icons for which text equivalents are not provided. There's no caption for audio messages configured in callback configurations.
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)	Does Not Support	There's no alternative for Customer and Agent Voice UIs. CBA provides an API just to request callbacks, but when a callback is delivered, customers and agents are presented with voice dialogs to accept/reject a callback. In Callback Services for Turing (next major release of CBA) we are planning to support alternative text-based channels.
1.2.2 Captions (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	CBA does not use synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Not Applicable	CBA does not use synchronized media.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	CBA uses semantically-correct markup so that information, structure, and relationships can be understood.
1.3.2 Meaningful Sequence (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Enhancements are required in the Admin UI in order for assistive technologies to interpret the meaning of action icons (controls).
1.3.3 Sensory Characteristics (Level A) Also applies to: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	CBA uses textual representation to ensure that knowledge of sensory characteristics is not required.
1.4.1 Use of Color (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	CBA uses textual representation to ensure that that knowledge of color is not required, ie.: color is not used to convey information, indicate an action, prompt a response, or distinguish a visual element. Note: the red color in error messages does not convey any meaning, the text content does. Also, time slot status displayed with green/red colors in the callback configuration availability is shown with text (ie.: a blocked slot in red is shown with the "Blocked" label). Color in pie, bar and line charts in the Reporting Dashboards UI are not required to interpret data because metrics and counters

Criteria	Conformance Level	Remarks and Explanations
		names and values are displayed with text.
1.4.2 Audio Control (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Audio messages configured in callback configurations can't be reproduced from within the UI, but downloaded from it.
2.1.1 Keyboard (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	CBA supports standard keyboard navigation, however it does not provide built-in shortcuts for commonly accessed functionality, and it is not possible to navigate through tabs of the callback configuration window. Further, tooltip text are not accessible by using keyboard.
2.1.2 No Keyboard Trap (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	CBA supports standard keyboard navigation and ensures that keyboard users cannot be trapped in a subset of content.
2.2.1 Timing Adjustable (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	CBA has no time limits.
2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	CBA does not include moving, blinking, scrolling, or auto-updating information that starts automatically.
2.3.1 Three Flashes or Below Threshold (Level A) 2017 Section 508 • 501 (Web)(Software)	Supports	CBA does not use flashing interface elements.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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	Does Not Support	Keyboard shortcuts, navigation links (ex.: "skip" links) are not provided. In particular it is not possible to use keyboard to change to a tab in the callback configuration window.
2.4.2 Page Titled (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Web pages in CBA have titles that indicate the topic or purpose of each screen or page.
2.4.3 Focus Order (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	CBA uses a semantically meaningful tab order through interactive elements within all configuration windows, however the focus is moved out of the window if the user clicks tab (or shft-tab) from the last element (or first element) of the window.
2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There are no text links in CBA.
3.1.1 Language of Page (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The web Admin UI is only supported in en-US language.
3.2.1 On Focus (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	When a component in CBA user interface receives focus, it does not initiate a change of context.

Criteria	Conformance Level	Remarks and Explanations
• 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	Changing the setting of a component in CBA user interface does not initiate a change of context.
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 detected CBA shows a dialog with error description or an error description message is displayed next to the field.
3.3.2 Labels or Instructions (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	CBA provides tooltips for most of the input fields.
4.1.1 Parsing (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	CBA uses semantically-correct and standards compliant markup for all interface elements.
4.1.2 Name, Role, Value (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	CBA uses standard HTML

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	CBA does not use synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	CBA does not use synchronized media.
1.4.3 Contrast (Minimum) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	CBA visual presentation provides adequate contrast.
1.4.4 Resize text (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	CBA user interfaces support standard zoom capabilities built into modern web browsers.
1.4.5 Images of Text (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	CBA Admin UI does not include 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) • 602.3 (Support Docs) – Does not apply to non-web docs	Does Not Support	There aren't multiple ways available to the user to navigate or locate content in the Admin UI. Functionality is accessible through simple unique paths.
2.4.6 Headings and Labels (Level AA)	Supports	Headings are clear and descriptive. Descriptive

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		labels to identify specific components within the content are provided to the user.
2.4.7 Focus Visible (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	CBA uses visual changes to elements to indicate the current position of focus, however color contrast to differentiate focus is pretty low.
3.1.2 Language of Parts (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Only en-US language is supported in the CBA Admin UI.
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	CBA uses the same navigation mechanisms across pages.
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	CBA user interface 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, CBA will identify the reason for the error in text.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508	Not Applicable	There aren't web pages in the CBA Admin UI that causes legal commitments or financial

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		transactions.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Two key features such as the callback agenda and operational reports required for the CBA Administrator and Supervisor roles are not fully supported by users without vision. The same applies for metrics and counters displayed in charts in Reporting Dashboards. Blind customers interacting via the Voice UI to request/answer callbacks are supported.
302.2 With Limited Vision	Supports with Exceptions	CBA supports standard browser magnification, however it does not support contrast adjustments.
302.3 Without Perception of Color	Supports	Color is only used as a decorative

Criteria	Conformance Level	Remarks and Explanations
		or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information.
302.4 Without Hearing	Supports with Exceptions	The CBA Admin UI can be used without hearing, except for the fact that there's no caption for audio messages configured in callback configurations. Enhancements to the Customer voice dialogs are required in order to support people without hearing **via communication assistants (CAs) in a TRS relay center only**. Contact Center Agents without hearing are not supported.
302.5 With Limited Hearing	Supports with Exceptions	The CBA Admin UI does not present issues to users with limited hearing, however
302.6 Without Speech	Supports	CBA does not require speech input.
302.7 With Limited Manipulation	Supports	CBA supports standard input mechanisms such as user-provided keyboards and pointing devices. Usage of the product does not require fine motor controls nor simultaneous actions.
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The personas using the Admin UI are Contact Center Administrators

Criteria	Conformance Level	Remarks and Explanations
		and Supervisors

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	
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	

Criteria	Conformance Level	Remarks and Explanations
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Supports with Exceptions	Enhancements to the Customer voice dialogs are required in order to support people without hearing **through communication assistants (CAs) in a TRS relay center only.** Contact Center agents without hearing are not supported.
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

Criteria	Conformance Level	Remarks and Explanations
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	
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	Supports with Exceptions	Supported through communication assistants (CAs) in a TRS relay center only.
412.8.2 Voice and Hearing Carry Over	Supports with Exceptions	Supported through communication assistants (CAs) in a TRS relay center only.
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:

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		
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
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 (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		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

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		
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation for the product is available within the product and also as a PDF files on the Avaya Support site.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

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