



# Avaya Accessibility Conformance Report

## Revised Section 508 Edition

(Avaya ACR Version 2 .0)

**Name of Product/Version:** Avaya NGM AXP Connect (S183)

**Report Date:** December 14, 2023.

**Product Description:** Avaya Experience Platform™ Connect is a solution that existing Call Center Elite customers can use to integrate with Avaya Experience Platform™. With Avaya Experience Platform™ Connect, Call Center Elite customers who are on-premise can use the Avaya Experience Platform™ features from the cloud.

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**Notes:** Updated format, added version number and contact details.

**Evaluation Methods Used:** Conformance claims in this document have been validated using manual testing by the offeror. JAWS, ANDI, Axe, Contrast Analyzer. Keyboard and focus testing along with other manual testing and code inspection.

# Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(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.
- **Partially Supports:** 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
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x 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
<p><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Non-text-based controls provide a text equivalent. Buttons have accessible labels and have been tested with screen reading technology like JAWS.
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Pre-recorded audio or video is not used.
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No pre-recorded multimedia presentations are used in this product
<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No pre-recorded multimedia presentations are used in this product
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Avaya NGM AXP Connect information and relationships to expose headings, field sets/legends, tables with headers and lists where appropriate. Extensive testing was completed using the tools mentioned on the cover of this document.</p> <ul style="list-style-type: none"> <li>• On the layout Manager there are buttons in the table that are read all together with assistive</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		technology instead of only one at a time.
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Correct sequences can be programmatically determined. The sequence of controls in the application was tested using keyboard navigation as well as screen reading technology like JAWS.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Instructions provided for understanding and operating content so not rely on sensory characteristics such as shape, size, visual location, orientation, or sound.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Avaya NGM AXP Connect does not use color alone to convey information.
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Audio is not used.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Keyboard accessibility was extensively tested, and all user interface elements are accessible using the keyboard.</p> <p>Rich Text Editor Buttons Not keyboard Accessible found on the email template page. Many formatting options are available with keyboard short cuts like bold, copy,</p>

Criteria	Conformance Level	Remarks and Explanations
		paste, italics
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Supports	No keyboard traps exist. This was tested with keyboard testing.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Timed Responses are not required
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Animation, blinking or scrolling information is not used.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Supports	There are no flashing or blinking text objects or other elements.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Does Not Support	<b>A skip navigation method is not provided.</b>
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	Page title is provided.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Navigational elements and forms follow a logical order that makes sense to the user.</p> <p>The focus order was tested extensively using keyboard navigation.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Linked text is unique and was tested with JAWS and the Links list feature</p>
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>The language attribute is provided.</p>
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Focus does not change unexpectedly. The user must explicitly perform an action for focus to change.</p>
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Context changes require specific user input.</p>
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Supports	<p>Input errors are identified and accompanied by a textual description. This requirement was tested with a screen reader to ensure that all errors are read to users of assistive technology.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Supports	Labels are provided for UI elements.
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Partially Supported	There are some html errors but they do not impact accessibility.
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Supports	Controls indicate state and function. UI elements fully support screen reader software.
<p><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Supports	Non-text-based controls provide a text equivalent. Buttons have accessible labels and have been tested with screen reading technology like JAWS.
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	Pre-recorded audio or video is not used.
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Not Applicable	No pre-recorded multimedia presentations are used in this product

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul> <p><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	No pre-recorded multimedia presentations are used in this product
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Partially Supports	<p>Avaya NGM AXP Connect information and relationships to expose headings, field sets/legends, tables with headers and lists where appropriate.</p> <p>Extensive testing was completed using the tools mentioned on the cover of this document.</p> <ul style="list-style-type: none"> <li>On the layout Manager there are buttons in the table that are read all together with assistive technology instead of only one at a time.</li> </ul>
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Supports	Correct sequences can be programmatically determined. The sequence of controls in the application was tested using keyboard navigation as well as screen reading technology like JAWS.
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Supports	Instructions provided for understanding and operating content so not rely on sensory characteristics such as shape, size, visual location, orientation, or sound.



## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All text meets the minimum contrast requirement. This was tested using the Color Contrast Analyzer.
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Browser features are used to resize text with no loss of functionality.
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Images of text are not used.
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p>	Supports	There are multiple ways to navigate through the application.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> • 602.3 (Support Docs) – Does not apply to non-web docs		
<b>2.4.6 Headings and Labels</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> • 602.3 (Support Docs)	Supports	Descriptive headings and Labels are used.
<b>2.4.7 Focus Visible</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> • 602.3 (Support Docs)	Supports	UI elements receive visible focus. This requirement is also tested at the same time keyboard testing is done.
<b>3.1.2 Language of Parts</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> • 602.3 (Support Docs)	Supports	Only one language is used in the application at time.
<b>3.2.3 Consistent Navigation</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Navigation is consistent
<b>3.2.4 Consistent Identification</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Identification is consistent
<b>3.3.3 Error Suggestion</b> (Level AA) Also applies to:	Supports	Error messages are provided to users but the messages themselves do not have formats that are required so

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		suggestions are not applicable in this application.
<b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Legal commitments or financial transactions are not processed.
<b><u>1.2.4 Captions (Live)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.
<b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.
<b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All text meets the minimum contrast requirement. This was tested using the Color Contrast Analyzer.
<b><u>1.4.4 Resize text</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Browser features are used to resize text with no loss of functionality.
<b><u>1.4.5 Images of Text</u></b> (Level AA) Also applies to:	Supports	Images of text are not used.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<b>2.4.5 Multiple Ways</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	There are multiple ways to navigate through the application.
<b>2.4.6 Headings and Labels</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Descriptive headings and Labels are used.
<b>2.4.7 Focus Visible</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	UI elements receive visible focus. This requirement is also tested at the same time keyboard testing is done.
<b>3.1.2 Language of Parts</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Only one language is used in the application at time.
<b>3.2.3 Consistent Navigation</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Navigation is consistent
<b>3.2.4 Consistent Identification</b> (Level AA) Also applies to:	Supports	Identification is consistent

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		

## Revised Section 508 Report

Notes:

### Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">302.1 Without Vision</a> . Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports	Avaya NGM AXP Connect meets most of the requirements and is accessible to people without vision except for the few instances outlined above. This application is accessible using NVDA or JAWS.
<a href="#">302.2 With Limited Vision</a> . 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	Avaya NGM AXP Connect is compatible with the screen enlargement. This application was also tested using ZoomText.
<a href="#">302.3 Without Perception of Color</a> . 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	People who are color blind can use this application as color is not used, by itself, to convey information.
<a href="#">302.4 Without Hearing</a> . Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	User hearing is not required in order to operate Avaya NGM AXP Connect software.

Criteria	Conformance Level	Remarks and Explanations
<b>302.5 With Limited Hearing.</b> 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	User hearing is not required in order to operate Avaya NGM AXP Connect software.
<b>302.6 Without Speech.</b> Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	User speech is not required for input, control, or operation.
<b>302.7 With Limited Manipulation.</b> 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	There are no operations that require fine motor control or simultaneous manual operations.
<b>302.8 With Limited Reach and Strength.</b> 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	All controls are operable with limited reach and strength.
<b>302.9 With Limited Language, Cognitive, and Learning Abilities.</b> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	Simple interface buttons have been provided where possible.

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
<b>602.2 Accessibility and Compatibility Features.</b> 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.	Partially Supports	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
<b>602.3 Electronic Support Documentation.</b> 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).	Partially Supports	Most Avaya electronic support documentation is available as PDFs.  If additional assistance is needed, please contact Avaya support services via WebChat at <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a>  And via email: <a href="mailto:accessibility@avaya.com">accessibility@avaya.com</a>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>602.4 Alternate Formats for Non-Electronic Support. Documentation.</u></b> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.</p>	Supports	Will provide upon request.
<p><b><u>603 Support Services</u></b></p>	Heading cell – no response required	Heading cell – no response required
<p><b><u>603.2 Information on Accessibility and Compatibility Features.</u></b> ICT support services shall include information on the accessibility and compatibility features required by 602.2.</p>	Partially Supports	<p>Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request, Avaya provides technical support to the partners.</p> <p>For products and systems sold directly by Avaya, support is available via WebChat: <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a></p> <p>And via email: <a href="mailto:accessibility@avaya.com">accessibility@avaya.com</a></p>
<p><b><u>603.3 Accommodation of Communication Needs.</u></b> 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.</p>	Supports	<p>Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request from a partner, Avaya accessibility specialists will communicate directly with individuals with disabilities.</p> <p>For products and systems sold directly by Avaya, communication between the user and an Avaya accessibility specialist may be initiated via WebChat: <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a></p> <p>And via email: <a href="mailto:accessibility@avaya.com">accessibility@avaya.com</a></p>

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