

Avaya Interaction Center 7.3.2 Avaya Agent Rich Client Interface

Voluntary Product Accessibility Template (VPAT)

Avaya Interaction Center is the Avaya Customer Interaction Suite software platform for the management of multimedia communications. The Interaction Suite presents several user interfaces, most of which are accessed by specific subsets of contact center employees to administer and manage the contact center operations.

The statements in this document apply to the Avaya Agent Rich Client interface (AARC). The AARC is a thick client PC application, the primary purpose of which is to present information to contact center agents while the agents are communicating with customers. The AARC interface also supports web chat and email communication between the agent and customer.

Please note that AARC has no inherent voice communication capability. Avaya desktop telephones are used for voice communication between the agent and the customer. The manner in which these telephones support accessibility is not outlined in this document, and is instead described in model-specific VPATs.

Support Levels

Support Level	Description
Supports	The Avaya Interaction Center 7.3.2 Avaya Agent Rich Client fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	The Avaya Interaction Center 7.3.2 Avaya Agent Rich Client does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
Supports through Equivalent Facilitation	The Avaya Interaction Center 7.3.2 Avaya Agent Rich Client provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	The Avaya Interaction Center 7.3.2 Avaya Agent Rich Client fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	The Avaya Interaction Center 7.3.2 Avaya Agent Rich Client does not meet the letter or intent of the criterion.
Not Applicable	The criterion does not apply.
Not Applicable – Fundamental Alteration Exception Applies	A fundamental alteration of the Avaya Interaction Center 7.3.2 Avaya Agent Rich Client is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions
Section 1194.22 Web-based Intranet and Internet Information and Applications	Not Applicable
Section 1194.23 Telecommunications Products	Not Applicable
Section 1194.24 Video and Multi-media Products	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable
Section 1194.31 Functional Performance Criteria	Supports with Exceptions
Section 1194.41 Information, Documentation and Support	Supports

§ 1194.21 Software Applications and Operating Systems

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<p>1194.21(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	Supports with Exceptions	<p>The shortcut key for accessing the agent directory does not work under all conditions. The Avaya Agent Rich Client can be customized to make this function reliably available as a menu item.</p> <p>It is not possible to switch frames via the keyboard. The layout can be customized to have single frame.</p> <p>Once in email composition, the focus cannot be changed using the keyboard.</p> <p>In some cases, the result of performing a function is available textually only as tooltips that are visible on mouse-over. Tooltips that were implemented with Java might not be accessible to text-to-speech screen-reading assistive adjuncts.</p>
<p>1194.21(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	Supports with Exceptions	<p>The Avaya Agent Rich Client does not disrupt or disable activated features of other products that are identified as accessibility features, nor does it disrupt or disable activated accessibility features of operating systems.</p> <p>Note: The appearance of the email and web chat components of the Avaya Agent Rich Client, which were implemented with Java, is not adjustable via the operating system accessibility settings.</p>

<p>1194.21(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.</p>	<p>Supports with Exceptions</p>	<p>The email and web chat components of the Avaya Agent Rich Client do not:</p> <ul style="list-style-type: none"> • Highlight the toolbar buttons when they have focus. • Move the focus to the results of a search in Contact History. • Allow focus to be tracked by assistive technology. <p>Within the Help function, the focus does not move to the contents frame/pane when keywords or content subjects are selected.</p>
<p>1194.21(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports with Exceptions</p>	<p>The interface elements within the email and web chat components of the Avaya Agent Rich Client do not provide identity and status information in a manner that is available to assistive technology.</p>
<p>1194.21(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	<p>The meaning of all bitmap images that appear more than once is consistent throughout the application.</p>
<p>1194.21(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports with Exceptions</p>	<p>The manner in which text is presented within the email and web chat components of the Avaya Agent Rich Client does not fully satisfy the intent of this criterion. For example, the color of the text does not change in response to a user-specified change in the operating system accessibility preferences.</p>
<p>1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports with Exceptions</p>	<p>The appearance of the email and web chat components of the Avaya Agent Rich Client, which were implemented with Java, is not adjustable via the operating system accessibility settings.</p>
<p>1194.21(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Not Applicable</p>	<p>Animation is not used by the system.</p>
<p>1194.21(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports with Exceptions</p>	<p>Within the email and web chat components of the Avaya Agent Rich Client, the status of the connection to the server is indicated by the color of an icon that can be either red or green. Although the tooltip associated with this icon provides a textual indication of the status, please note that this text might not be available to assistive technologies.</p>

<p>1194.21(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Not Applicable</p>	<p>The Avaya Agent Rich Client does not permit users to adjust the color and contrast settings.</p>
<p>1194.21(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>The Avaya Agent Rich Client has no text, objects, or elements with a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>
<p>1194.21(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports with Exceptions</p>	<p>The email and web chat components of the Avaya Agent Rich Client do not support this criterion. Reasons include an inability to:</p> <ul style="list-style-type: none"> • Navigate within, or exit, these components via keyboard entries. • Highlight the toolbar buttons when they have focus. • Move the focus to the results of a search in Contact History. • Allow focus to be tracked by assistive technology. • Provide tooltips that are available to assistive technologies.

§ 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.31(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supports with Exceptions	Most of the exceptions are confined to the email and web chat components of the Avaya Agent Rich Client. An agent whose communication with customers is telephone-only will not be exposed to these exceptions.
1194.31(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports with Exceptions	Most of the exceptions are confined to the email and web chat components of AARC. An agent whose communication with customers is telephone-only will not be exposed to these exceptions.
1194.31(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Supports	The Avaya Agent Rich Client user interface is operable without user hearing.
1194.31(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	The Avaya Agent Rich Client user interface is operable without user hearing.
1194.31(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	The Avaya Agent Rich Client user interface is operable without user speech.
1194.31(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	The Avaya Agent Rich Client user interface does not require simultaneous actions. Support for users with limited fine motor control, limited strength, or limited reach is dependent on the user's input devices.

§ 1194.41 Information, Documentation and Support

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.41(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	The information can be provided upon request.
1194.41(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	The information can be provided upon request.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Avaya's point-of-contact for accessibility-related issues: Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740 prmichaelis-at-avaya.com

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