

Contact Center Agent Browser Application 7.0

Voluntary Product Accessibility Template (VPAT)

The Contact Center Agent Browser Application 7.0 for Avaya Aura® Contact Center 7.0 / Avaya Contact Center Select 7.0 is a single-page browser application, used by contact center agents in conjunction with a desktop telephone. The Application itself has no inherent telecommunication functions and no ability to control the agent's desktop telephone. Its purpose is to allow agents to access and control a limited subset of contact center functions that cannot be accessed and controlled conveniently from the telephone. Specifically, after an agent launches the application, logs into the Windows domain of the Avaya Aura Contact Center server, and then logs in as an agent, the Application allows the agent to:

- Indicate “ready to accept calls”
- Indicate “not ready”
- Specify “not ready” reason codes
- Set “After Call Work”
- Specify an activity code during an active contact center call
- Initiate a call to their supervisor
- Initialize an emergency call

The Application is written in HTML5, Java Script, and CSS. It is intended for browsers that support the WebSocket and HTML5 protocols. It is supported on AACC deployments with Avaya Communication Manager, Release 6.2 FP4 or above, and on ACCS deployments with Avaya IP Office, Release 9.1.3 or above.

Support Levels

Support Level	Description
Supports	The Agent Browser Application fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	The Agent Browser Application 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 Agent Browser Application provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	The Agent Browser Application fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	The Agent Browser Application 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 Agent Browser Application is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports
Section 1194.22 Web-based Intranet and Internet Information and Applications	Supports
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
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	<p>All functions are executable directly from the keyboard via Tab focus. Direct shortcut keys are provided for major functions including Login/Logout, Ready/Not Ready and Display Help.</p> <p>The result of performing a function, which will be either a status change or an error message, can be discerned textually.</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	<p>The Agent Browser Application does not disable accessibility features associated with any other running application, or which have been turned on at the operating system level.</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>	Supports	<p>The current focus location is programmatically exposed for elements that can receive focus. (The ability to provide a "well-defined on-screen indication of the current focus" is dependent on the browser, some of which do a better job than others satisfying this requirement.)</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>	Supports	<p>All form fields, images, and icon buttons have associated text labels or tool tips describing their name and current state.</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>	Supports	

<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</p>	
<p>1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports</p>	<p>The Agent Browser Application does not override the color and contrast attributes that may be selected via the user preference options in Google Chrome, Firefox, and Internet Explorer.</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>Supports</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</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>No product-specific color or contrast options are offered.</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>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</p>	<p>All fields are fully accessible via the keyboard.</p>

§ 1194.22 Web-based Intranet and Internet Applications

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	All form fields, images, and icon buttons have associated text labels or tool tips describing their name and current state.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	There is no multimedia content.
1194.22(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Color alone is not used to convey information.
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Style sheets are an integral part of the HTML page and are recommended, but not required, to render it. The page is readable without the style sheet.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	There are no server-side image maps.
1194.22(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	There are no client-side image maps.
1194.22(g) Row and column headers shall be identified for data tables.	Supports	Column headers are identified for data tables listing the Activity Codes, Not Ready Reason Codes and After Call Work codes. There are no row headers because the rows of codes are not differentiated.
1194.22(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	There are no tables that have two or more logical levels of row or column headers.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	There are no frames.
1194.22(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	There are no flickering pages or objects.
1194.22(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of these standards, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	

<p>1194.22(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.</p>	<p>Supports</p>	<p>The Agent Browser Application utilizes the Web Accessibility Initiative Accessible Rich Internet Application Suite (WAI-ARIA). The information provided by scripts is available as text that can be read by assistive technology.</p>
<p>1194.22(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Not Applicable</p>	<p>There are no applets, plug-ins or other applications on the client system.</p>
<p>1194.22(n) When electronic forms are designed to be completed on-line, 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</p>	
<p>1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports</p>	
<p>1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not Applicable</p>	

§ 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	The Agent Browser Application is usable in conjunction with text-to-speech screen-reading assistive software. All functions are accessible via the keyboard.
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	The Agent Browser Application is usable in conjunction with screen-magnifying assistive software.
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	All information provided by the Agent Browser Application is presented visually.
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.	Not Applicable	All information provided by the Agent Browser Application is presented visually.
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	All inputs to the Agent Browser Application are via mouse and/or keyboard commands.
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 Agent Browser Application inherits and supports all mouse or keyboard settings applied at the operating system level.

§ 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	Will provide 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	Will provide 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@avaya.com

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