

Avaya Automated Chat 2.0 Chat Desk Application

Voluntary Product Accessibility Template (VPAT)

Avaya Automated Chat 2.0 (formerly Conversive) is a contact center solution that facilitates automatic, rapid responses to customers who are engaged in Internet-based text chat sessions with contact center agents. The solution utilizes a natural language pattern identification engine that matches user inputs to scripted outputs. These outputs may be injected into the conversation as an auto-response to the customer or as suggestions to the agent.

The agent-facing user interface of Avaya Automated Chat 2.0 is the Chat Desk Application. Although the text output of the Automated Chat solution may be presented to customers, please note that no component of the Chat Desk Application is seen or accessed by customers. The statements in this document apply only to the Chat Desk Application and to no other component of the Avaya Automated Chat solution.

Support Levels

Support Level	Description
Supports	Avaya Automated Chat fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya Automated Chat 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	Avaya Automated Chat provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya Automated Chat fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya Automated Chat 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 Avaya Automated Chat 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	Supports with Exceptions
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>
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.	Supports with Exceptions	<p>Some of the system functionality is executable directly from the keyboard . The major exceptions are not available through the keyboard:</p> <ul style="list-style-type: none"> Roughly two thirds of the menus or toolbars are keyboard accessible. Several buttons and links are not accessible. Switching between tools is not available. Resizing the layout is not available. Links within the conversation log (including iLinks and suggestion action links) are not available. The Windows Narrator screen reader will correctly read tab names, but it does not read new chat text as it arrives. <p>In most cases, the result of performing a function 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>	<p>Supports</p>	<p>Client operating system accessibility features are not disrupted or disabled by the application.</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>Most elements receive focus when selected, with the following exceptions:</p> <ul style="list-style-type: none"> • Some menus, buttons and elements do not indicate focus when selected. • The chat log area does not indicate when focused. • Survey fields may not indicate focus. • Availability selector does not indicate focus. • Focus indicators are subtle and may not be easy to discern. Some focus indicators (especially the focused tab) aren't indicated when using Internet Explorer and High Contrast mode is enabled under Windows. <p>The current focus location is programmatically exposed for those elements that can receive focus.</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 majority of elements provide information regarding their identity, operation and state with the following exceptions:</p> <ul style="list-style-type: none"> • Image based buttons have associated tooltip text, text based buttons don't have tooltips, but the text is accessible. • Form fields do not have associated HTML label elements, but most are immediately preceded by identifying text.
<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>	

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.	Supports	
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	High contrast mode as set by Windows works in the application when run in Internet Explorer. Other browsers have not been tested. Style (font, color, size, and other CSS attributes) settings may be overridden using the Internet Explorer Accessibility tool.
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.	Supports with Exceptions	Animation is used sparingly. Although the animation itself cannot be disabled, all animated icons are accompanied by alternate text.
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.	Supports	Conversation summaries use colors to highlight the state, but state indicating icons are also included. Conversation messages are color coded but are prefixed by text to indicate if agent, customer, suggestion or system.
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.	Not Applicable	Avaya Automated Chat does not permit the user to adjust color or contrast settings.
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.	Not Applicable	Avaya Automated Chat does not use flashing or blinking text.
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.	Supports with Exceptions	The following exceptions are noted: <ul style="list-style-type: none"> • Form fields do not have associated HTML label elements, but most are immediately preceded by identifying text. • Not all form fields indicate their restraints • Error information does not always receive focus • When returning to any form, focus is not always returned to the last focused element

§ 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 with Exceptions	Over 90% of graphical elements provide an alternate text or title equivalent.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Sound notifications are supplemented with synchronized visual notifications.
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.	Does Not Support	External stylesheets are required.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side image maps are not used.
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	Client-side image maps are not used.
1194.22(g) Row and column headers shall be identified for data tables.	Supports with Exceptions	<p>Column headers are provided for the conversation lists. The column headers are "Contact Name", "Last Guest Message", "Duration", "Attending", "Guest Sent" and "Wait Time", and are in TH tags. The rows of the table are the conversations that the user is a member of. Typically, this is no more than two or three. The customer's name is the first text in each row, but it is not tagged as a row header.</p> <p>The conversation search results are similarly presented as a table with the following (TH) headers: "FU Display Name", "Site", "Agent(s)", "Visitor Away", "Status", "Conversation Duration", and "Waiting Time".</p>
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	Data tables only have one row of headers.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	Frames are not used.

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.	Not Applicable	No flickering objects are used in the application.
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	
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.	Supports with Exceptions	JavaScript dynamically adds text to the page. This text may be read with a screen reader if it is selected, but navigation to the new text messages is not provided. The layout is rendered by JavaScript and CSS.
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).	Supports	In the one instance where Adobe Flash is used for sound notifications, a visual notification is also supplied.
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.	Supports with Exceptions	Not all form elements provide an alternative text to enable assistive technology to identify or prompt the user to complete.
1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with Exceptions	Links are not the primary method of navigation within the chat application. There are hot keys to jump to different sections of the application.
1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	

§ 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.	Does Not Support	Some functions are not accessible via the keyboard. Please refer to the responses for 1194.21(a), 1194.21(c) and 1194.22(l). Some information presented visually is not exposed programmatically to assistive technology. Please refer to the responses for 1194.21(c), 1194.21(d), 1194.21(l) and 1194.22(m).
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	Users may enlarge the user interface by using the browser's zoom feature. Color and contrast settings are user adjustable. High contrast mode is supported in Internet Explorer. See 1194.21(g).
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	Audio alerts are only used for notification events, and visual notifications are provided.
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	Audio information is not important for the use of the product.
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.	Not Applicable	The product has no speech driven interface
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 with exceptions	Users may enlarge the user interface by using the browser's zoom feature to reduce the need for fine motor control. Simultaneous actions are not required. However, mouse control is required.

§ 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-at-avaya.com

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