

Avaya Control Manager 7.1.3

Voluntary Product Accessibility Template (VPAT)

Avaya Control Manager is a centralized, web-based administration solution for managing Avaya solutions. The easy-to-use interface allows technical and non-technical users to manage key day-to-day administrative functions such as Agents, Users, Extensions, Voice Mails, Hunts, and Skills. Products that can be managed by Avaya Control Manager include:

- Avaya Aura® Communication Manager – centralized administration and single point of management for contact center components and related entities including Call Center Elite.
- Avaya Aura® Call Center Elite Multichannel
- Avaya Aura® Contact Center
- Avaya Aura® Experience Portal
- Avaya Aura® Workforce Optimization
- Avaya Call Management System (CMS)
- Avaya Interaction Center
- Avaya IQ
- Avaya one-X® Agent
- Avaya Proactive Contact
- Avaya Proactive Outreach Manager
- Third-party adjunct contact center applications

Note: In some cases, in which Avaya Control Manager does not fully satisfy certain accessibility objectives, the native administrative interfaces of the above products may provide accessible alternatives.

Support Levels

Support Level	Description
Supports	Avaya Control Manager fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya Control Manager 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 Control Manager provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya Control Manager fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya Control Manager 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 Control Manager 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	Not all product functions can be executed from the keyboard. For example, the navigation between main system areas must be done with a mouse. In some cases, the result of performing a function cannot be discerned textually.
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.	Supports	
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.	Does Not Support	
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.	Does Not Support	

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.	Does Not Support	
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	
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	Avaya Control Manager only utilizes animation during the login process.
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	
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 Control Manager does not provide user-adjustable color and 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.	Supports	No flashing or blinking text is present in the product.
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.	Does Not Support	

§ 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	Not all non-text elements provide an "alt" element content.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	There are no multimedia presentations.
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 with Exceptions	Not all documents are readable without an associated style sheet.
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.	Does Not Support	In the data tables, the cells that contain the column and row headers do not have the "<th> tags" that would identify to assistive technologies that those cells contain header information (as opposed to being data cells).
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	The columns and rows in the data tables do not have more than one logical level.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Supports with Exceptions	The frames are titled but the titles do not always facilitate identification and navigation.
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	No blinking or flashing elements are present in the product.
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.	Does Not Support	There is no text-only equivalent of the information and functions presented by this application.
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	Some of the content created by scripts is inaccessible to users of some assistive technologies.

<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>Supports with Exceptions</p>	<p>Visual Phone functionality depends on Microsoft Silverlight's compatibility with assistive technologies.</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 with Exceptions</p>	<p>The electronic forms are accessible using assistive technology; however some of the fields are missing labels.</p>
<p>1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports</p>	<p>Avaya Control Manager provides the ability to skip navigation links by providing favorites and the option to "pin" pages.</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>Supports with Exceptions</p>	<p>Avaya Control Manager provides the ability to configure default session timeout behavior, however it does not provide a visual indicator that a session is about to expire.</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.	Does Not Support	
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	As Avaya Control Manager is a web-based application, the build-in browser zoom capabilities can be utilized.
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	With exception of the Media Portal, no aspect of Avaya Control Manager requires user hearing. The Media Portal provides a visual representation of the audio file.
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	With exception of the Media Portal, no aspect of Avaya Control Manager requires user hearing. The Media Portal provides a visual representation of the audio file.
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	
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	

§ 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 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	Will be provided upon request.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Contact Avaya Support for accessibility-related issues.

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