

# Avaya Call Management System Supervisor 17 and 18

## Voluntary Product Accessibility Template (VPAT)

### Overview

The information contained within this Accessibility Review Document is the result of a third party performing a high-level audit. The audit tested the compliance of Version 16.1 of the Avaya Call Management System (CMS) Supervisor application against the applicable requirements of Section 508 of the Rehabilitation Act of 1973 as Amended 1998<sup>1</sup>. No changes were made in Versions 17 and 18 of Avaya CMS Supervisor that would alter the information reported in the Version 16.1 assessment. The scope of testing included a representative sample of Avaya CMS screens and features and task-driven testing techniques by blind and low-vision users with the leading assistive technologies. In addition, HTML generated reports were tested. The HTML reports provide better functional performance compared to the reports presented within the CMS application.

Avaya CMS Supervisor is not compliant with the Section 508 standards and cannot effectively be accessed by users who are blind and users with limited or no mobility. A variety of accessibility issues are found in Avaya CMS Supervisor. Across the entire application the dominant accessibility issues relate to ensuring (i) full keyboard access to lists, reports, and active elements such as color (report) settings and (ii) API level access to accessible information about interface objects. Implementation of the relevant accessibility APIs through a supporting technology platform will ensure that information about user interface objects is provided to assistive technology via an API such as Microsoft Active Accessibility (“MSAA”).

Avaya CMS Supervisor Web was tested and found to support § 1194.22 with exceptions. The HTML reports provide better functional equivalence to the reports within the CMS application. However, core exceptions include a lack of textual alternatives for images and a lack of threshold indication within the HTML generated content. HTML generated reports do not provide real-time information of the data. The interface also does not provide the ability to skip repetitive navigation links.

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<sup>1</sup> § 1194.21 Software Applications and Operating Systems  
§ 1194.22 Web-based Intranet and Internet Information and Applications  
§ 1194.31 Functional Performance Criteria  
§ 1194.41 Information, Documentation, and Support

## Compliance Summary

| Criteria   | Supported                       |
|--|---------------------------------|
| <a href="#">Section 1194.21 Software Applications and Operating Systems</a>                  | <b>Does Not Support</b>         |
| <a href="#">Section 1194.22 Web-based Intranet and Internet Information and Applications</a> | <b>Supports with Exceptions</b> |
| 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                  |
| <a href="#">Section 1194.31 Functional Performance Criteria</a>                              | <b>Supports with Exceptions</b> |
| <a href="#">Section 1194.41 Information, Documentation, and Support</a>                      | <b>Supports</b>                 |

## Support Levels

| Support Level  | Description   |
|--|---|
| <b>Supports</b>  | Avaya CMS Supervisor fully meets the letter and intent of the Criteria.   |
| <b>Supports with Exceptions/Minor Exceptions</b>                 | Avaya CMS Supervisor does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria. |
| <b>Supports through Equivalent Facilitation</b>                  | Avaya CMS Supervisor provides an alternate way to meet the intent of the Criteria.  |
| <b>Supports when combined with Compatible AT</b>                 | Avaya CMS Supervisor fully meets the letter and intent of the Criteria when used in combination with Compatible AT.                         |
| <b>Does Not Support</b>  | Avaya CMS Supervisor does not meet the letter or intent of the Criteria.  |
| <b>Not Applicable</b>  | The Criteria does not apply.  |
| <b>Not Applicable - Fundamental Alteration Exception Applies</b> | A Fundamental Alteration of Avaya CMS Supervisor is required to meet the Criteria.  |

**§ 1194.21 Software Applications and Operating Systems**

| Criteria  | Support Level                  | Remarks and Explanations  |
|---|--------------------------------|---|
| <p>(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> | <p><b>Does Not Support</b></p> | <p>Avaya CMS Supervisor provides some support for access to the application from the keyboard. A level of “Does Not Support” is given due to the nature of the following exceptions:</p> <p>A user cannot navigate to or manipulate report objects in Design view. Keyboard focus cannot be placed into the cells of a report. When focus is placed into the report (with the mouse), a user cannot navigate through the cells of a report from the keyboard. The lack of keyboard access to these reports is a one of the core deficiencies in regards to accessibility of the CMS application. There are many functions such as setting thresholds that can only be achieved with a right-click or double-clicking of a mouse device.</p> <p>Toolbar buttons can be added to the Supervisor Console, but some of the buttons do not have duplicate menu items. Toolbar buttons can only be removed via mouse-click.</p> <p>When tabbing to the “Change Agent Skills – Skill Levels list”, the row can be selected, but the user cannot access individual cells from the keyboard. The level cell, interrupt type cell and embedded combo boxes can only be activated with the mouse. Keyboard focus cannot be removed from the “Skill Levels list” via the Tab key, “control+tab” key combination, or the F6 key.</p> <p>Report color patterns (Color Options module) cannot be selected from the keyboard after activating the "Change Pattern" button. The user cannot navigate through the list of pattern selections. The individual color scheme items (1 through 16) cannot be selected from the keyboard. The only way to select one of the colored bar objects is with the mouse.</p> |

| Criteria  | Support Level                  | Remarks and Explanations   |
|---|--------------------------------|--|
|   |                                | <p>The "Up" and "Down" buttons (Edit Split/Skill Inputs module) can only become enabled if an input item (or row) is clicked upon with the mouse. The Up and Down buttons will not become active if an input item is focused upon from the keyboard.</p> <p>When navigating upwards through the threshold list, the focus is automatically shifted away from the list to another object on the screen.</p> <p>The Browse button on the Agent Exception Administration module cannot be tabbed to from the keyboard and cannot be accessed via the keyboard command "ctrl+b" which is common throughout the CMS application.</p>  |
| <p>(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><b>Does Not Support</b></p> | <p>Avaya CMS Supervisor provides limited support with Windows operating system color preferences. A level of "Does Not Support" is given due to the nature of the following exceptions:</p> <p>With the (Windows Operating System) "High Contrast #1" setting active, none of the Archive Status List content can be viewed. The foreground text remains black on a black background.</p> <p>The table headers in the Agent Reports do not display with the "High Contrast #1" setting of the user's operating system enabled.</p> <p>The description field background (Step 2 of the Report Wizard) remains gray while the foreground text is yellow with the "High Contrast #1" operating system color setting active.</p> <p>The month and year (Browse Date-Calendar) do not appear with the operating system color setting "High Contrast #1".</p> <p>The switch names do not appear on the status bar with the operating system setting "High Contrast #1"</p> |

| Criteria  | Support Level                          | Remarks and Explanations  |
|---|--|---|
|   |  | enabled.  |
| <p>(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><b>Supports with Exceptions</b></p> | <p>Avaya CMS Supervisor supports programmatic focus tracking and visual identification of the currently focused element with exceptions. Exceptions include the following:</p> <p>Focus change events are not fired as a user navigates through the cells of reports (Agent Reports, Skill Status Reports) or the Archived Status List. No programmatic focus events are fired as the user navigates through the "Edit Input (Splits/Skill)" list from the keyboard.</p> <p>There is no visual focus provided to focusable objects like the switch and connection icons on the Console screen. Hidden objects, located below the visible console window, can be tabbed to from the keyboard, but a visible focus is not presented.</p>  |
| <p>(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><b>Does Not Support</b></p>         | <p>Avaya CMS Supervisor exposes limited accessibility information for a sub-set of user interface components via the Microsoft Active Accessibility API ("MSAA"). Some radio buttons, check boxes, and push buttons expose accessible names. A level of "Does Not Support" is given due to the nature of the following exceptions:</p> <p>There are multiple "active" check box controls on the "Agent Exception Administration" module. There is currently no technical way in the Visual Basic ("VB") 6 technology platform to associate an individual "active" check box with the corresponding exception via MSAA.</p> <p>The state (tab label) and identity (role of page tab) for the page tabs objects are not exposed through MSAA properties.</p> <p>The status bar icons (connection status and switches) on the Console screen do not expose accessible names.</p> <p>The checked and unchecked state of</p> |

| Criteria | Support Level | Remarks and Explanations  |
|----------|---------------|---|
|          |               | <p>the multi-value check box (Edit Split/Skill Inputs module) is not tracked or exposed through MSAA or alternative text within adjacent cells of the data grid.</p> <p>Edit fields within the application cannot be given accessible names via MSAA. Therefore, developers have placed most of the edit fields adjacent to the corresponding form objects and have utilized the colon “.” character to ensure minimal performance since the technology platform does not permit accessible name properties. A level of “Does Not Support” is given due to the nature of the following exceptions:</p> <p>Edit fields in the “Dictionary Agent String Values” module are not coded (embedded) with programmatic group boxes.</p> <p>Within the Threshold Settings module, a user does not have access to the dynamic description field. The text is exposed through the operating system, but not presented in the tab order through a read-only edit field.</p> <p>In the General Options module, the note informing users about the "weekly start days" is located at the end of the form and is not provided in the tab order via a read-only field.</p> <p>Radio buttons are not grouped properly in the “Report Colors – Options” module. The focus shifts from the "Background" radio button group to adjacent edit fields when the arrow keys are used to navigate among radio buttons in the group.</p> <p>Radio buttons are not grouped properly in the “General Options” module. The focus shifts from the "Window Menu Sort Order" radio button group to adjacent edit fields when the arrow keys are used to navigate among radio buttons in the group.</p> <p>There can be multiple instances of the</p> |

| Criteria  | Support Level                   | Remarks and Explanations  |
|---|---------------------------------|---|
|   |                                 | <p>"Change Color" button in the "Threshold Colors – Options" module. It may be unclear whether the button changes text color or the background color when activated. When navigating upwards through the threshold list, the focus is automatically shifted away from the list to another object on the screen.</p> <p>The read, write, and execute labels on the "User Permissions Split/Skill Access" module are positioned to the left of the check boxes.</p>   |
| (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.              | <b>Supports</b>                 | All bitmap images used in Avaya CMS Supervisor are utilized in a consistent fashion throughout the application.   |
| (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. | <b>Supports</b>                 | <p>The Avaya CMS Supervisor application is written with VB 6. Some accessibility information can be interpreted within the application through the exposure of accessibility properties through MSA.</p> <p>Static text, while not focusable from the keyboard, is exposed through the Windows operating system.</p>  |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes.  | <b>Supports with Exceptions</b> | <p>Avaya CMS Supervisor provides partial support for system level contrast and color settings within the application. However, the following exceptions apply as follows:</p> <p>With the (Windows Operating System) "High Contrast #1" setting active, none of the Archive Status List content can be viewed. The foreground text remains black on a black background.</p> <p>The table headers in the Agent Reports do not display with the "High Contrast #1" setting of the user's operating system enabled.</p> <p>The description field background (Step 2 of the Report Wizard) remains gray while the foreground text is yellow with the "High Contrast #1" operating</p> |

| Criteria   | Support Level                   | Remarks and Explanations   |
|--|---------------------------------|--|
|  |                                 | <p>system color setting active.</p> <p>The month and year (Browse Date-Calendar) do not appear with the operating system color setting "High Contrast #1".</p> <p>The switch names do not appear on the status bar with the operating system setting "High Contrast #1" enabled.</p>   |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.  | <b>Supports</b>                 | All animation provided in Avaya CMS Supervisor provides a non-animated alternative.  |
| (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.   | <b>Supports with Exceptions</b> | Avaya CMS Supervisor provides for the selection of various threshold settings and presentation of thresholds through the use of color within multiple styles of CMS Reports. There is no way to create a custom report, table, or query that includes a column indicating the threshold through text.  |
| (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.  | <b>Supports</b>                 | <p>Avaya CMS Supervisor provides the ability for users to select a variety of color and contrast settings for threshold indication and color settings for charts and graphs.</p> <p>Avaya CMS Supervisor also allows users to set patterns to visual objects in lieu of using color.</p>   |
| (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.   | <b>Supports</b>                 | Avaya CMS Supervisor does not utilize blinking or flashing elements.   |
| (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. | <b>Does Not Support</b>         | <p>Avaya CMS Supervisor exposes limited accessibility information for a sub-set of user interface components via the Microsoft Active Accessibility API ("MSAA"). Some radio buttons, check boxes and push buttons expose accessible names.</p> <p>Edit fields within the application cannot be given accessible names via MSAA. Therefore, developers have placed most of the edit fields adjacent to the corresponding form objects and have</p> |

| Criteria | Support Level | Remarks and Explanations   |
|----------|---------------|--|
|          |               | <p>utilized the colon “.” character to ensure minimal performance since the technology platform does not permit accessible name properties. A level of “Does Not Support” is given due to the nature of the following exceptions:</p> <p>There are multiple "active" check box controls on the “Agent Exception Administration” module. There is currently no technical way in the VB 6 technology platform to associate an individual "active" check box with the corresponding exception via MSAA.</p> <p>Edit fields in the “Dictionary Agent String Values” module are not coded (embedded) with programmatic group boxes.</p> <p>Within the Threshold Settings module, a user does not have access to the dynamic description field. The text is exposed through the operating system, but not presented in the tab order through a read-only edit field.</p> <p>In the General Options module, the note informing users about the "weekly start days" is located at the end of the form and is not provided in the tab order via a read-only field.</p> <p>Radio buttons are not grouped properly in the “Report Colors – Options” module. The focus shifts from the "Background" radio button group to adjacent edit fields when the arrow keys are used to navigate among radio buttons in the group.</p> <p>Radio buttons are not grouped properly in the “General Options” module. The focus shifts from the "Window Menu Sort Order" radio button group to adjacent edit fields when the arrow keys are used to navigate among radio buttons in the group.</p> <p>There can be multiple instances of the "Change Color" button in the “Threshold Colors – Options” module. It may be unclear whether the button</p> |

| Criteria | Support Level | Remarks and Explanations   |
|----------|---------------|--|
|          |               | <p>changes text color or the background color when activated. When navigating upwards through the threshold list, the focus is automatically shifted away from the list to another object on the screen.</p> <p>The read, write, and execute labels on the "User Permissions Split/Skill Access" module are positioned to the left of the check boxes.</p> |

## § 1194.22 Web-based Intranet and Internet Information and Applications

| Criteria   | Support Level                   | Remarks and Explanations   |
|--|---------------------------------|--|
| (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).                                     | <b>Does Not Support</b>         | Avaya CMS Supervisor provides alternative text to charts and graphs. However, the alternative text value is simply "Chart" in most instances.  |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.   | <b>Not Applicable</b>           | Avaya CMS Supervisor does not provide multimedia presentations within the web generated reports.   |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.             | <b>Supports</b>                 | Avaya CMS Supervisor charts and graphs use color to convey information within the web generated reports. The charts and graphs are accompanied by HTML tables.   |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet.   | <b>Supports with Exceptions</b> | Avaya CMS Supervisor requires style sheets however these are not known to interfere with assistive technologies.   |
| (e) Redundant text links shall be provided for each active region of a server-side image map.  | <b>Not Applicable</b>           | Avaya CMS Supervisor does not utilize image maps.  |
| (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. | <b>Not Applicable</b>           | Avaya CMS Supervisor does not utilize image maps.  |
| (g) Row and column headers shall be identified for data tables.  | <b>Supports with Exceptions</b> | HTML reports generated from Avaya CMS Supervisor display information in a tabular format. Column headers are utilized with the <th> element.<br><br>Some row headings, however, are not defined with the <code>scope</code> attribute. These rows are often "Totals" rows that can be presented within Designer reports.<br><br>Row headings in agent administration do not use <th> elements. |
| (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.             | <b>Not Applicable</b>           | In testing, no data tables were generated that presented more than one logical level of row and column headers.  |
| (i) Frames shall be titled with text that facilitates frame identification and navigation  | <b>Not Applicable</b>           | Avaya CMS Supervisor does not utilize frames.  |
| (j) Pages shall be designed to   | <b>Supports</b>                 | Avaya CMS Supervisor does not display  |

| Criteria   | Support Level                   | Remarks and Explanations   |
|--|---------------------------------|--|
| avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.   |                                 | blinking or flickering page elements.  |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | <b>Supports with Exceptions</b> | Avaya CMS Supervisor does not utilize a text-only alternative page to the application as a whole. However, the HTML generated reports can provide better functional performance for keyboard users and users of assistive technology.<br><br>The HTML generated reports do not display color indicators based upon user selected threshold settings. The lack of this feature cannot be deemed an equivalent alternative unless the threshold indicators are only displayed for real-time reporting within the application report interface. |
| (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.  | <b>Supports with Exceptions</b> | Text generated by scripts can be read by assistive technologies. Note, however, that the text in some pop-ups will not be accessible to some assistive technologies unless the user is able to use a mouse to select the pop-up. (Keyboard access of these pop-ups is not supported.)  |
| (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).   | <b>Not Applicable</b>           | Avaya CMS Supervisor does not require a plug-in or other application to be present.  |
| (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.                       | <b>Supports with Exceptions</b> | Form controls can be accessed with assistive technologies. In administration pages, labels for some form fields may not be identified by assistive technologies.   |
| (o) A method shall be provided that permits users to skip repetitive navigation links.   | <b>Does Not Support</b>         | Avaya CMS Supervisor does not provide the ability to skip repetitive navigation links..  |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.  | <b>Not Applicable</b>           | Avaya CMS Supervisor does not require timed responses.   |

*Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999)*

**§ 1194.31 Functional Performance Criteria**

| Criteria  | Support Level                  | Remarks and Explanations   |
|---|--------------------------------|--|
| <p>(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.</p> | <p><b>Does Not Support</b></p> | <p>Avaya CMS Supervisor only provides partial information about a sub-set of user interface components via MSAA Accessibility API. Static text, while not focusable from the keyboard, is exposed through the Windows operating system.</p> <p>Avaya CMS Supervisor exposes limited accessibility information for a sub-set of user interface components via the Microsoft Active Accessibility API (“MSAA”). Some radio buttons, check boxes, and push buttons expose accessible names.</p> <p>Avaya CMS Supervisor provides for the selection of various threshold settings and presentation of thresholds through the use of color within multiple styles of CMS Reports. There is no way to create a custom report, table, or query that includes a column indicating the threshold through text.</p> <p>A user cannot navigate to or manipulate report objects in Design view. Keyboard focus cannot be placed into the cells of a report. When focus is placed into the report (with the mouse), a user cannot navigate through the cells of a report from the keyboard. The lack of keyboard access to these reports is a one of the core deficiencies in regards to accessibility of the CMS application. There are many functions such as setting thresholds that can only be achieved with a right-click or double-clicking of a mouse device.</p> <p>Toolbar buttons can be added to the Supervisor Console, but some of the buttons do not have duplicate menu items. Toolbar buttons can only be removed via mouse-click.</p> <p>When tabbing to the “Change Agent Skills – Skill Levels list”, the row can be selected, but the user cannot access individual cells from the keyboard. The level cell and embedded combo box can only be</p> |

| Criteria | Support Level | Remarks and Explanations  |
|----------|---------------|---|
|          |               | <p>activated with the mouse. Keyboard focus cannot be removed from the "Skill Levels list" from the tab key, "control+tab" key combination, or the F6 key.</p> <p>Report color patterns (Color Options module) cannot be selected from the keyboard after activating the "Change Pattern" button. The user cannot navigate through the list of pattern selections. The individual color scheme items (1 through 16) cannot be selected from the keyboard. The only way to select one of the colored bar objects is with the mouse.</p> <p>The "Up" and "Down" buttons (Edit Split/Skill Inputs module) can only become enabled if an input item (or row) is clicked upon with the mouse. The Up and Down buttons will not become active if an input item is focused upon from the keyboard.</p> <p>When navigating upwards through the threshold list, the focus is automatically shifted away from the list to another object on the screen.</p> <p>The Browse button on the Agent Exception Administration module cannot be tabbed to from the keyboard and cannot be accessed via the keyboard command "ctrl+b" which is common throughout the CMS application.</p> <p>The state (label) and identity (role of page tab) for the page tabs objects are not announced when navigating among them with the screen reader.</p> <p>The read, write, and execute labels on the "User Permissions Split/Skill Access" module are positioned to the left of the check boxes. The current VB 6 platform does not allow for the instantiation of MSAA accessible name properties. Screen readers will often guess at form labels and expect check box and radio buttons to be positioned to the left of the label. This may result in a screen reader announcing an incorrect label.</p> <p>Focus change events are not fired as a user navigates through the cells of reports (Agent Reports, Skill Status Reports) or the</p> |

| Criteria   | Support Level                          | Remarks and Explanations  |
|--|--|---|
|  |  | <p>Archived Status List. No programmatic focus events are fired as the user navigates through the "Edit Input (Splits/Skill)" list from the keyboard.</p> <p>There is no visual focus provided to focusable objects like the switch and connection icons on the Console screen. Hidden objects, located below the visible console window, can be tabbed to from the keyboard, but a visible focus is not presented.</p> <p>Avaya CMS Supervisor provides alternative text to HTML generated charts and graphs. However, the alternative text value is simply "Chart" in most instances. HTML generated Agent Reports contain images that indicate agent status. These images do not contain alternative text.</p>   |
| <p>(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.</p> | <p><b>Supports with Exceptions</b></p> | <p>Avaya CMS Supervisor provides limited operation for people who have low-vision within the zoom and magnification buttons on the toolbar that expand the object in the document canvas area. (The toolbars themselves have to be adjusted using an Assistive Technology such as ZoomText).</p> <p>Avaya CMS Supervisor provides the ability for users to select a variety of color and contrast settings for threshold indication and color settings for charts and graphs. Avaya CMS Supervisor also allows users to set patterns to visual objects in lieu of using color.</p> <p>Avaya CMS Supervisor provides for the selection of various threshold settings and presentation of thresholds through the use of color within multiple styles of CMS Reports. There is no way to create a custom report, table, or query that includes a column indicating the threshold through text.</p> <p>Within the Console screen, hidden objects can be tabbed to from the keyboard. The hidden objects are located below the active console window and when navigated to may shift a magnified screen to what would appear to the user to be another application window or unrelated area of the screen.</p> |

| Criteria  | Support Level   | Remarks and Explanations   |
|---|-----------------|--|
|   |                 | <p>The read, write, and execute labels on the “User Permissions Split/Skill Access” module are positioned to the left of the check boxes. Screen magnification software focuses upon the label. Users will commonly expect checkbox and radio button labels to be positioned to the right of the controls.</p> <p>With the (Windows Operating System) “High Contrast #1” setting active, none of the Archive Status List content can be viewed. The foreground text remains black on a black background.</p> <p>The table headers in the Agent Reports do not display with the “High Contrast #1” setting of the user’s operating system enabled.</p> <p>The description field background (Step 2 of the Report Wizard) remains gray while the foreground text is yellow with the “High Contrast #1” operating system color setting active.</p> <p>The month and year (Browse Date-Calendar) do not appear with the operating system color setting "High Contrast #1".</p> <p>The switch names do not appear on the status bar with the operating system setting "High Contrast #1" enabled.</p> <p>There is no visual focus provided to focusable objects like the switch and connection icons on the Console screen. Hidden objects, located below the visible console window, can be tabbed to from the keyboard, but a visible focus is not presented.</p> |
| (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 | <b>Supports</b> | The Avaya CMS Supervisor Console invokes a chime (sound alert) when a switch is active or disconnected. The switches are displayed on the status bar of the console and provide a graphical indication of the state of the presented switches.   |
| (d) Where audio information is important for the use of a product, at least one mode of operation and information   | <b>Supports</b> | The Avaya CMS Supervisor Console implements a chime (sound alert) when a switch is active or disconnected. The switches are displayed on the status bar of   |

| Criteria  | Support Level                   | Remarks and Explanations   |
|---|---------------------------------|--|
| retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.  |                                 | the console and provide a graphical indication of the state of the presented switches.   |
| (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. | <b>Supports</b>                 | Avaya CMS Supervisor does not require user speech for use.   |
| (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.     | <b>Supports with Exceptions</b> | <p>Avaya CMS Supervisor provides limited modes of use for users without fine motor control with exceptions. Content was tested with Dragon NaturallySpeaking. Some controls can be invoked with direct voice access. Some controls rely on features such as the mouse-grid features to select and activate items that lack keyboard access.</p> <p>A user cannot navigate to or manipulate report objects in Design view. Keyboard focus cannot be placed into the cells of a report. When focus is placed into the report (with the mouse), a user cannot navigate through the cells of a report from the keyboard. The lack of keyboard access to these reports is a one of the core deficiencies in regards to accessibility of the CMS application. There are many functions such as setting thresholds that can only be achieved with a right-click or double-clicking of a mouse device.</p> <p>Toolbar buttons can be added to the Supervisor Console, but some of the buttons do not have duplicate menu items. Toolbar buttons can only be removed via mouse-click.</p> <p>When tabbing to the “Change Agent Skills – Skill Levels list”, the row can be selected, but the user cannot access individual cells from the keyboard. The level cell and embedded combo box can only be activated with the mouse. Keyboard focus cannot be removed from the “Skill Levels list” from the tab key, “control+tab” key combination, or the F6 key.</p> <p>Report color patterns (Color Options</p> |

| Criteria | Support Level | Remarks and Explanations   |
|----------|---------------|--|
|          |               | <p>module) cannot be selected from the keyboard after activating the "Change Pattern" button. The user cannot navigate through the list of pattern selections. The individual color scheme items (1 through 16) cannot be selected from the keyboard. The only way to select one of the colored bar objects is with the mouse.</p> <p>The "Up" and "Down" buttons (Edit Split/Skill Inputs module) can only become enabled if an input item (or row) is clicked upon with the mouse. The Up and Down buttons will not become active if an input item is focused upon from the keyboard.</p> <p>When navigating upwards through the threshold list, the focus is automatically shifted away from the list to another object on the screen.</p> <p>The Browse button on the Agent Exception Administration module cannot be tabbed to from the keyboard and cannot be accessed via the keyboard command "ctrl+b" which is common throughout the CMS application.</p> <p>There is no visual focus provided to focusable objects like the switch and connection icons on the Console screen. Hidden objects, located below the visible console window, can be tabbed to from the keyboard, but a visible focus is not presented.</p> |

**§ 1194.41 Information, Documentation, and Support**

| Criteria  | Support Level   | Remarks and Explanations  |
|---|-----------------|---|
| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge  | <b>Supports</b> | Will provide upon request.  |
| (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. | <b>Supports</b> | Will provide upon request.  |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities.   | <b>Supports</b> | Avaya's point-of-contact for accessibility-related issues:<br><br>Dr. Paul R. Michaelis<br>Voice: 303-538-4101<br>TTY: 303-538-3740<br><br><a href="mailto:prmichaelis@avaya.com">prmichaelis@avaya.com</a> |

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