

# Avaya Collaborative Browsing Snap-In 3.0

## Voluntary Product Accessibility Template (VPAT)

The Avaya Collaborative Browsing Snap-In enables a contact center agent and customer engaged in a voice call or web chat session to collaborate in real-time to complete a web form. The product has three user interfaces: The agent-facing interface, the customer-facing interface, and the interface that allows contact center supervisors and administrators to create reports.

**Agent-facing interface.** The purpose of this interface is to allow agents to observe a customer's interaction with a web page and, if necessary, help the customer navigate the page and make entries. A fundamental alteration in the design and objective of this interface would be required in order to support operation by an agent who is visually impaired. For this reason, it is believed by Avaya that the "fundamental alteration" exemption, as outlined in the US Code of Federal Regulations 36 CFR Part 1194.3(e), is appropriate for the agent-facing interface.

**Customer-facing interface.** The interfaces that may be presented by the Collaborative Browsing Snap-In to a contact center's customers will vary based on the contact center's needs and objectives. Typically, these interfaces will not be built by Avaya, and will instead be built by the contact center or by integrators employed by the contact center. It will therefore be the contact center's responsibility to ensure compliance with applicable accessibility requirements. The API's provided by Avaya fully support the creation of accessible customer-facing interfaces.

**Report-creation interface.** The Collaborative Browsing Snap-In allows contact center supervisors and administrators to generate reports of active or completed sessions. The report-creation interface allows users to specify the information to be contained in the report. For example, a report may contain a summary of a specific session, a summary of a specific customer, or a summary of an agent's performance within a specified time period. The report itself may be presented via a browser, or exported to a PDF or CSV document. (The exported reports may have a high degree of accessibility for users with visual impairments because, unlike the reports presented via the browser, an associated style sheet is not required in order to read the report.)

Because the "fundamental alteration" exemption applies to the agent-facing user interface, and because the customer-facing user interfaces will be built by the contact centers and not by Avaya, the statements in this document refer only to the Collaborative Browsing Snap-In report-creation interface.

## Support Levels

Support Level	Description
<b>Supports</b>	The Avaya Collaborative Browsing Snap-In 3.0 fully meets the letter and intent of the criterion.
<b>Supports with Exceptions/Minor Exceptions</b>	The Avaya Collaborative Browsing Snap-In 3.0 does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
<b>Supports through Equivalent Facilitation</b>	The Avaya Collaborative Browsing Snap-In 3.0 provides an alternate way to meet the intent of the criterion.
<b>Supports when combined with Compatible Assistive Technology</b>	The Avaya Collaborative Browsing Snap-In 3.0 fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
<b>Does Not Support</b>	The Avaya Collaborative Browsing Snap-In 3.0 does not meet the letter or intent of the criterion.
<b>Not Applicable</b>	The criterion does not apply.
<b>Not Applicable – Fundamental Alteration Exception Applies</b>	A fundamental alteration of the Avaya Collaborative Browsing Snap-In 3.0 is required to meet the criterion.

## Compliance Summary

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

## § 1194.21 Software Applications and Operating Systems

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<b>1194.21(a)</b> 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.	<b>Does Not Support</b>	Some of the product functions are not executable from the keyboard. Some functions do not provide a text response when executed.
<b>1194.21(b)</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.	<b>Supports</b>	<p>The application does 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</p> <p>The application does 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>
<b>1194.21(c)</b> 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.	<b>Supports with Exceptions</b>	This requirement is supported for some components of the user interface, but not all. For example, the requirement is supported in the search criteria screen, but not in the report grid.
<b>1194.21(d)</b> 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.	<b>Supports</b>	<p>All non-text elements have underlying text tags that describe their identity.</p> <p>There are no non-text elements that indicate the operation or state of a function.</p>
<b>1194.21(e)</b> 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>Not Applicable</b>	No images appear more than once in the application.

<p><b>1194.21(f)</b> 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><b>Supports</b></p>	<p>All textual information is provided through operating system functions for displaying text.</p>
<p><b>1194.21(g)</b> Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p><b>Does Not Support</b></p>	
<p><b>1194.21(h)</b> 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><b>Not Applicable</b></p>	<p>There are no animations.</p>
<p><b>1194.21(i)</b> 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><b>Supports</b></p>	<p>All information that is conveyed with color is accompanied by descriptive text.</p>
<p><b>1194.21(j)</b> 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><b>Not Applicable</b></p>	
<p><b>1194.21(k)</b> 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><b>Supports</b></p>	<p>There are no flashing or blinking objects, text, or other elements.</p>
<p><b>1194.21(l)</b> 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><b>Does Not Support</b></p>	

## § 1194.22 Web-based Intranet and Internet Applications

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<b>1194.22(a)</b> A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	<b>Supports</b>	All non-text elements have underlying text tags that describe their identity.
<b>1194.22(b)</b> Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	<b>Not Applicable</b>	There are no multimedia presentations.
<b>1194.22(c)</b> 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>	All information that is conveyed with color is accompanied by descriptive text.
<b>1194.22(d)</b> Documents shall be organized so they are readable without requiring an associated style sheet.	<b>Supports with Exceptions</b>	The user interface that allows report criteria to be specified requires an associated style sheet.  The report that is presented via a browser may not be readable without a style sheet. Please note, however, that the information in the report may be exported to a PDF or CSV document that would not require a style sheet.
<b>1194.22(e)</b> Redundant text links shall be provided for each active region of a server-side image map.	<b>Not Applicable</b>	There are no server-side image maps.
<b>1194.22(f)</b> 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>	There are no client-side image maps.
<b>1194.22(g)</b> Row and column headers shall be identified for data tables.	<b>Supports with Exceptions</b>	Data tables are drawn using specialized Cascading Style Sheet classes. The data within the cells and the respective row and column headers for those cells are identified as being in different CSS classes. Please note: assistive technologies that are unable to interpret CSS class identifiers, such as technologies that require row and columns headers to be identified with HTML <th> attributes, may be unable to support the objectives of this requirement.
<b>1194.22(h)</b> 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>Supports with Exceptions</b>	Data tables are drawn using specialized Cascading Style Sheet classes. The data within the cells and the respective row and column headers for those cells are identified as being in different CSS classes. Please note: assistive technologies that are unable to interpret CSS class identifiers, such as technologies that require row and columns headers to be identified with HTML <th> attributes, may be unable to support the objectives of this requirement.

<b>1194.22(j)</b> Frames shall be titled with text that facilitates frame identification and navigation.	<b>Does Not Support</b>	
<b>1194.22(j)</b> Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<b>Supports</b>	There are no flashing or blinking objects, text, or other elements.
<b>1194.22(k)</b> 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.	<b>Does Not Support</b>	There is no equivalent text-only page.
<b>1194.22(l)</b> 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>Does Not Support</b>	
<b>1194.22(m)</b> 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>	The product does not require an applet, plug-in or other application to be present on the client.
<b>1194.22(n)</b> 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>Does Not Support</b>	
<b>1194.22(o)</b> A method shall be provided that permits users to skip repetitive navigation links.	<b>Does Not Support</b>	Shortcuts that would allow repetitive navigation links to be skipped are not provided.
<b>1194.22(p)</b> When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	<b>Supports</b>	Users are prompted with a message in case the response to the specified criteria takes longer than expected

## § 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<b>1194.31(a)</b> 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.	<b>Does Not Support</b>	Although the report-creation user interface satisfies some of the requirements that are oriented toward users without vision, it is unlikely that a user without vision would be able to specify the content of a report. Please note, however, that a report that has been exported to a PDF or CSV document may be readable when accessed in conjunction with compatible assistive technology.
<b>1194.31(b)</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.	<b>Supports with Exceptions</b>	Screen magnification software, in which the area to be magnified is selected by the user with a mouse, works reliably.  Some capabilities that are beneficial for users with low vision (who may or may not be using assistive technologies), such as programmatic exposure of focus, are not supported consistently.
<b>1194.31(c)</b> 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 user interface presents all information visually. User hearing is not required.
<b>1194.31(d)</b> 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.	<b>Supports</b>	The user interface presents all information visually. User hearing is not required.
<b>1194.31(e)</b> 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>	No component of the user interface is accessible solely via user speech.
<b>1194.31(f)</b> 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</b>	The application is compatible with the specialized physical devices and operating system preferences commonly employed by users with limited fine motor control, limited reach, or limited strength.

## § 1194.41 Information, Documentation and Support

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<b>1194.41(a)</b> 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>1194.41(b)</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.
<b>1194.41(c)</b> 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:  Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740  <a href="mailto:prmichaelis@avaya.com">prmichaelis@avaya.com</a>

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