

Contact Center Manager Administration 7.0

Voluntary Product Accessibility Template (VPAT)

Contact Center Manager Administration (CCMA) is the web based administration and reporting interface to the Avaya Aura® Contact Center and Avaya Contact Center Select.

Support Levels

Support Level	Description
Supports	CCMA fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	CCMA 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	CCMA provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	CCMA fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	CCMA 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 CCMA 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>
<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>	<p>Supports with Exceptions</p>	<p>Most functions are executable directly from the keyboard . The major exceptions are:</p> <ul style="list-style-type: none"> • It is not possible to access the menus using the keyboard • Not all of the Report Creation Wizard is accessible using the keyboard • The tree control in the Realtime Reporting and Emergency Help components is not keyboard accessible • The tree control and data grid control in Prompt Management is not keyboard enabled. <p>Most operations return a text response after a function has executed. The major exception is that the search and list features throughout CCMA do not return a text response after execution.</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>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. The primary exception is that menu items do not receive focus when selected.</p> <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>Most elements provide information regarding their identify, operation and state. Exceptions include:</p> <ul style="list-style-type: none"> • Not all buttons or links have associated tooltip text • Not all tables contain header tags identifying column data • Not all form fields have associated labels

<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>	
<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>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>CCMA does not permit the user to adjust color or contrast settings.</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>CCMA does not use flashing or blinking text.</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 with Exceptions</p>	<ul style="list-style-type: none"> • Form fields on the Agent Details page do not have associated labels to assist in their identification • Form fields on the Agent Details page do not indicate their restraints • Form fields on the Realtime Reporting property pages do not have associated labels to assist in their identification • Form fields on the Realtime Reporting property pages do not indicate their restraints • Error information does not receive focus • When returning to any form, focus is not 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	
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	There is no multimedia content in this application.
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	Most pages use external stylesheets. All Realtime Reporting property pages have embedded styles which need to be externalized.
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	<ul style="list-style-type: none"> • Realtime Reporting tabular displays do not use TH tags for table headers • All Contact Center Management component pages listing skillsets and contact types do not use TH tags for table headers • All Access and Partition Management component tables do not use TH tags for table headers
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.	Supports	
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 flickering objects are used in the application.

<p>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.</p>	<p>Not Applicable</p>	
<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>Does not Support</p>	<p>The menu items created by JavaScript do not support keyboard navigation.</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>Support with Exceptions</p>	<ul style="list-style-type: none"> • The Contact Center Management Supervisor, Skillset, Agent and Assignment tree views use an ActiveX control to display lists of data. This data is not currently accessible to users of assistive technology. • The Contact Center Management Supervisor, Skillset, Agent and Assignment Views use an ActiveX control for context menus. These menus are not accessible to users of assistive technology. • The Historical Reporting tree view uses an ActiveX control to display lists of reports. This data is not currently accessible to users of assistive technology. • The Historical Reporting tree view uses an ActiveX control for context menus. These menus are not accessible to users of assistive technology. • The Access and Partition Management tree view uses an ActiveX control to display lists of Users, Partitions, Access Classes and Report Groups. This data is not currently accessible to users of assistive technology. • The Access and Partition Management tree view uses an ActiveX control for context menus. These menus are not accessible to users of assistive technology. • The Scripting component uses an ActiveX control to display script variables. This data is not currently accessible to users of assistive technology. • The Scripting component tree view uses an ActiveX control for context menus. These menus are not accessible to users of assistive technology. • The Configuration component uses an ActiveX control to display servers and server data. This data is not currently accessible to users of assistive technology. • The Configuration component tree view uses an ActiveX control for context menus. These menus are not accessible to users of assistive technology.

<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>	<ul style="list-style-type: none"> • The Contact Center Management Agent Details page contains form fields that are not explicitly associated with the form field. However the Agent Details page is accessible using assistive technology. • The Access and Partition Management User Details page contains form fields that are not explicitly associated with the form field. However the User Details page is accessible using assistive technology. • The Realtime Reporting tabular and graphical property pages contain form fields that are not explicitly associated with the form field. However these property pages are accessible using assistive technology. • The Historical Reporting Report Details page contains form fields that are not explicitly associated with the form field. However these form fields are accessible using assistive technology.
<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.	Does not Support	<p>Some functions are not accessible via the keyboard. Please refer to the responses for 1194.21(a), 1194.21(c), 1194.22(l), and 1194.22(m).</p> <p>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), 1194.22(g), and 1194.22(m).</p> <p>From a practical perspective, although many individual components of CCMA fully support this requirement, it is unlikely that people who are blind would be able to perform the jobs for which this product is intended.</p>
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	When used in conjunction with appropriate assistive technologies, the CCMA user interface does not require visual acuity greater than 20/70.
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	There are no multimedia features or audio alerts in the product.
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	There are no multimedia features or audio alerts.
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	User speech is not required to operate the CCMA user 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	CCMA inherits and supports all mouse and 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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