

# Avaya Engagement Designer 3.5

## Voluntary Product Accessibility Template (VPAT)

Engagement Designer 3.5 is a Business Process Modeling Notation (BPMN) 2.0 standards-based tool that allows enterprises to specify the sequence of tasks to be performed by automatic processes or by the employees of the enterprise. It is used in conjunction with Avaya Breeze 3.5.

The Engagement Designer user interface is browser-based. Workflow task sequences are constructed by using drag-and-drop operations to build the desired tree structures. This interface is accessed solely by the owners of the system or by Avaya support personnel, and is never seen by customers of the enterprise.

### Support Levels

Support Level	Description
<b>Supports</b>	Engagement Designer fully meets the letter and intent of the criterion.
<b>Supports with Exceptions/Minor Exceptions</b>	Engagement Designer 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>	Engagement Designer provides an alternate way to meet the intent of the criterion.
<b>Supports when combined with Compatible Assistive Technology</b>	Engagement Designer fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
<b>Does Not Support</b>	Engagement Designer 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 Engagement Designer 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><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.</p>	Does not Support	<p>Workflows are constructed using drag-and-drop operations. There is no support for keyboard control of these operations. The execution of a drag-and-drop operation does not yield a text response.</p> <p>Please note that double-clicking an element within the Engagement Designer user interface will cause a text-only element-specific dialog box to open. These boxes are navigable and modifiable via keyboard operations, without requiring the use of a mouse.</p>
<p><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.</p>	Supports	<p>Engagement Designer does not disable accessibility features.</p>
<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.</p>	Supports	<p>Focus is always indicated by highlighting the node that is currently selected</p>
<p><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.</p>	Supports	<p>All interface elements have descriptive tooltips. None of the elements has more than one state.</p>
<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.</p>	Supports	<p>No bitmap images appear more than once.</p>

## § 1194.21 Software Applications and Operating Systems

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<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.	Supports	All textual information is presented via operating system and browser functions for displaying text.
<b>1194.21(g)</b> Applications shall not override user selected contrast and color selections and other individual display attributes.	Does not Support	
<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.	Not Applicable	There are no animations in Engagement Designer.
<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.	Supports with Exceptions	Individual tasks are shown as dialog boxes within a tree structure. The color of the box indicates whether the task was completed successfully (green), is in progress (yellow), or had an error (red). Users must double-click a box in order to obtain a textual indication of the task status.
<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.	Not Applicable	
<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.	Supports	There are no flashing or blinking text, objects, or other elements.
<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.	Supports	The property pane forms do get validated and errors and warnings are shown to indicate to the users that they have to supply the required properties.

## § 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).	Supports with Exceptions	All toolbar interface elements have descriptive tooltips. The exception is for the property panes.
<b>1194.22(b)</b> Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
<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.	Supports with Exceptions	Individual tasks are shown as dialog boxes within a tree structure. The color of the box indicates whether the task was completed successfully (green), is in progress (yellow), or had an error (red). Users must double-click a box in order to obtain a textual indication of the task status.
<b>1194.22(d)</b> Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Online documentation of Engagement Designer uses style sheets but documents can be read without style sheets.
<b>1194.22(e)</b> Redundant text links shall be provided for each active region of a server-side image map.	Does not Support	Although the nodes in the tree structures have text labels, the labels are not implemented as links because functions are executed only via drag-and-drop operations.
<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.	Does not Support	
<b>1194.22(g)</b> Row and column headers shall be identified for data tables.	Not Applicable	The tables that may be accessed by users of Engagement Designer will have been constructed and maintained by the owners of the system, and not by Avaya. It will therefore be the responsibility of the owners to ensure compliance with 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.	Not Applicable	
<b>1194.22(i)</b> Frames shall be titled with text that facilitates frame identification and navigation.	Supports	Frames are titled.
<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.	Supports	There are no flashing or blinking text, objects, or other elements, nor does the screen flicker.

## § 1194.22 Web-based Intranet and Internet Applications

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<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.	Not Applicable	
<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.	Supports with Exceptions	When an element is double-clicked, the dialog box that appears is presented as functional text that can be read with assistive technology.  The script results of drag-and-drop operations are not accessible with assistive technology.
<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).	Not Applicable	
<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.	Supports	The property pane forms do get validated and errors and warnings are shown to indicate to the users that they have to supply the required properties.
<b>1194.22(o)</b> A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	The Engagement Designer user interface is entirely drag-and-drop, and therefore the concept of navigation links is not supported.  Double clicking an element will open a dialog box that includes navigation links. Typically, these will be accessed in the order in which they are presented and not skipped.
<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.	Supports	Engagement Designer provides notifications.

## § 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.	Does not support	Workflows are constructed using drag-and-drop operations. There is no support for keyboard control of these operations.
<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.	Support with exceptions	Screen magnification is supported.  Color, contrast, and font adjustment is not supported.
<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.	Supports	Engagement Designer does not use sound-based notification.
<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.	Not Applicable	
<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.	Supports	Engagement Designer does not use speech-based notification.
<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.	Supports	The keyboard and mouse preferences that may be specified within the Microsoft operating system are supported.

## § 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.	Supports	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.	Supports	Will provide upon request.
<b>1194.41(c)</b> 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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