

IP Office Contact Center 10.X Salesforce CRM Plugin Agent Interface Voluntary Product Accessibility Template (VPAT)

IP Office Contact Center 10.X is a multimedia contact center suite that runs on the Windows Operating System. The suite includes applications that are accessed by contact center agents, contact center supervisors, and contact center customers. Separate VPATs are available for each of these applications.

The statements in this document refer to the IP Office Contact Center Salesforce CRM plugin agent interface. The application allows agents to perform a range of functions involved with making, receiving and managing telephone calls from within the Salesforce CRM application.

The agent must use an IP Office telephone and/or a TTY device (such as an Avaya Model 8840) in order to support voice or TTY-based communication with the customer.

Support Levels

Support Level	Description
Supports	The IP Office Contact Center Salesforce Agent application fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	The IP Office Contact Center Salesforce Agent application 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	The IP Office Contact Center Salesforce Agent application provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	The IP Office Contact Center Salesforce Agent fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	The IP Office Contact Center Salesforce Agent application 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 the IP Office Contact Center Salesforce Agent application 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 (Please refer to the VPAT of the IP Office telephone that will be used in conjunction with the IP Office Contact Center Agent application.)
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	All functions are accessible via a tab function and the result of the function can be reported 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	The application doesn't disrupt or disable activated features of other products.
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.	Supports	The focus is programmatically exposed so that assistive technology can track focus and focus changes.
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.	Supports with exceptions	The name of the element is provided as text but not its current state.
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.	Supports	No images appear more than once

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	Only one input field for phone numbers is provided and shows text content, input caret location an attribute.
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.	Not Applicable	
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.	Support with exception	Some icons only use color to indicate a state change although other text elements on the screen are updated during those state changes.
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	
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	The software doesn't use those technologies.
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.	Not Applicable	

§ 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	All icons and graphics have "alt" text tags.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	No multimedia presentations are used in this solution.
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 with Exceptions	Some icons only use color to indicate a state change although other text elements on the screen are updated during those state changes.
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does Not Support	The information presented by the Salesforce Agent interface might not be readable by assistive technologies that cannot utilize the associated CSS style sheet for HTML5.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	No image maps are used in this solution
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	No image maps are used in this solution
1194.22(g) Row and column headers shall be identified for data tables.	Not Applicable	No tables are used in this solution
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	No cells are used in this solution
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	Frames are not used in this solution
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 parts of the solution uses flashing or blinking outside the frequencies specified.
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.	Not Applicable	There is no text-only equivalent.

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	The information provided by scripts in the solution is identified with functional text that can be read by assistive technology.
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).	Not Applicable	Applet plug-ins are not used in this solution
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.	Not Applicable	Same as 1194.21(l)
1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with Exceptions	When only using the keyboard to navigate the screen, tabs must be used repetitively. No short-cuts are provided.
1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Doesn't support	It is possible for an administrator to specify inactivity and disconnect period which doesn't alert the user when reached.

§ 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.	Supports	Keyboard navigation is supported. You can use assistive technology to readout text.
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	
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.	Not applicable	No sounds generated in this solution
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	No Audio generated in this solution
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	No Speech requirement to use the solution
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	
* The IP Office Contact Center Agent graphical user interface is operated in conjunction with Avaya IP Office telephones. For information about support for agents who are deaf or hard-of-hearing, please refer to the VPATs for the telephones.		

§ 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	Contact Avaya Support for accessibility-related issues.

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