

IP Office Contact Center 10.X Web Administration

Voluntary Product Accessibility Template (VPAT)

IP Office Contact Center Web Administration is a browser-based administrative interface for IP Office Contact Center application.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports with Exception
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

Support Levels

Support Level	Description
Supports	Web Administration fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Web Administration 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	Web Administration provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible AT	Web Administration fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Web Administration 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 Web Administration is required to meet the criterion.

§ 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 with Minor Exceptions	All Avaya IP Office Contact Center Web Administration MAC functions are executable from the keyboard. In most cases, but not all, the result of performing a function can be discerned 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	Avaya IP Office Contact Center Web Administration does not disrupt or disable activated features of other products that are identified as accessibility features, nor does it disrupt or disable activated features of operating systems.
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 Avaya IP Office Contact Center Web Administration user interface provides a well-defined on-screen indication of the current focus. Focus is programmatically exposed in most cases, but not all 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	Avaya IP Office Contact Center Web Administration provides text equivalents for non-text elements. All images and status indicators have descriptive alt text tags.
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	The meaning of images that appear more than once is consistent.
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	
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does Not Support	

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	Avaya IP Office Contact Center Web Administration does not use animations.
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.	Supports	All information that is conveyed with color by Avaya IP Office Contact Center Web Administration is accompanied by a change in the descriptive text and/or a change in the appearance of the image that is detectable without color vision.
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	Avaya IP Office Contact Center Web Administration does not permit users to adjust the color and contrast settings.
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.	Not Applicable	Avaya IP Office Contact Center Web Administration does not use flashing or blinking of objects.
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.	Does Not Supports	The forms presented by Avaya IP Office Contact Center Web Administration are not tested with the well-known screen.

§1194.22 Web-based Intranet and Internet Information and 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	Avaya IP Office Contact Center Web Administration provides text equivalents for non-text elements. All images and status indicators have descriptive alt text tags.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Avaya IP Office Contact Center Web Administration does not use multimedia presentations.
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	All information that is conveyed with color by Avaya IP Office Contact Center Web Administration is accompanied by a change in the descriptive text and/or a change in the appearance of the image that is detectable without color vision.
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Even though a style sheet is used, it does not interfere with user preference settings or with the operation of assistive adjuncts.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	The Avaya IP Office Contact Center Web Administration user interface has no image maps.
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	The Avaya IP Office Contact Center Web Administration user interface has no image maps.
1194.22(g) Row and column headers shall be identified for data tables.	Does not Support	Although some information is presented in a format that appears visually to be a table with rows and columns, the underlying structure of this presentation causes assistive technologies to behave as though it's a table in which there is a single column. As a result, when the user of a text-to-speech adjunct selects a row, all text within that row is spoken without the category of the individual data elements within the row being identified. A related problem is that it is not possible to identify and scroll vertically through the rows with focus maintained on a specific data type.
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	The Avaya IP Office Contact Center Web Administration user interface has no tables in which there are two or more logical levels of row or column headers.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	Avaya IP Office Contact Center Web Administration does not use frames.
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	The Avaya IP Office Contact Center Web Administration user interface has no flashing or blinking elements.

<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 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.</p>	<p>Not Applicable</p>	<p>There is no functionally equivalent text-only application.</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>Supports</p>	<p>Avaya IP Office Contact Center Web Administration utilizes Java Scripts for displaying content. All information presented by the scripts includes text that can be read by assistive technology.</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>Not Applicable</p>	<p>Avaya IP Office Contact Center Web Administration does not have applets, plug-ins or other applications that would be present on the client system.</p>
<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>	<p>The forms presented by Avaya IP Office Contact Center Web Administration, such as the one that must be completed to add a new user to the system, are structured in a manner that allows users of assistive technologies to enter, edit, and submit the information for most of the cases.</p>
<p>1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports with Exceptions</p>	<p>Avaya IP Office Contact Center Web Administration does not provide any shortcuts to logout, menus or any major functions. Up-and-down navigation within some lists must be accomplished one item at a time, with no ability to skip intermediate items to reach the item of interest.</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>Supports with Minor Exceptions</p>	<p>For security reasons, Avaya IP Office Contact Center Web Administration is configured to disconnect automatically after a lengthy period of user inaction. Aside from the inactivity timeout-and-disconnect function, there are no components in the interface that require a response within a specific time period.</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.	Supports with Exceptions	Avaya IP Office Contact Center Web Administration provides text equivalents for non-text elements. All functions are executable from the keyboard. All images and status indicators have descriptive alt text tags. Focus is programmatically exposed so that assistive technology can track focus and focus changes. Forms are structured in a manner that allows users of assistive technologies to enter, edit, and submit the information. In some cases (1194.22(g), 1194.21(j), 1194.21(a).), but not all, the result of performing a function cannot be discerned textually.
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.	Does not Support	
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	User hearing is not required to operate Avaya Contact Center Web Administration.
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	User hearing is not required to operate Avaya Contact Center Web Administration.
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 Avaya Contact Center Web Administration.
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 keyboard and mouse preferences that may be specified within the Microsoft operating system are supported by Avaya Contact Center Web Administration.

§ 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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