

IP Office Contact Center R9.0 Interactive Voice Response Voluntary Product Accessibility Template (VPAT)

The IP Office Contact Center solution consists of a suite of software applications. The statements in this document refer only to the customer-facing telephone user interfaces that may be implemented on the IP Office Contact Center platform. (The other IP Office Contact Center user interfaces, such as the graphical user interface that is seen by contact center agents, are described in the VPATs for those interfaces.)

The purpose of the customer-facing telephone user interface component the IP Office Contact Center solution is to allow contact centers to implement self-service Interactive Voice Response applications. In this capacity, the IP Office Contact Center Interactive Voice Response application is able to prompt customers by voice or via Baudot-format TTY signals, and then respond appropriately to DTMF (“touch tone”) responses from the customer.

Support Levels

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

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Not Applicable
Section 1194.22 Web-based Intranet and Internet Information and Applications	Not Applicable
Section 1194.23 Telecommunications Products	Supports
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
Section 1194.41 Information, Documentation and Support	Supports

§ 1194.23 Telecommunications Products

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.23(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Supports	All communication between the customer and the IP Office Contact Center Interactive Voice Response application is via standard telephone lines, thereby satisfying the requirement for a non-acoustic connection point for TTYs.
1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports	<p>The only TTY protocol that the US Access Board presently requires is TIA/EIA 825, commonly referred to as 45.45 baud Baudot signaling. Support for protocols such as 300 baud ASCII and 1200 baud ASCII is not feasible with IVR systems because these protocols require a constant carrier tone to be maintained between devices that are communicating with each other, thereby making it impossible to intermix voice and DTMF signals (“touch tones”) with the TTY transmissions.</p> <p>Please note the following guidance:</p> <p>If packet loss on an IP link between the customer and the IP Office Contact Center Interactive Voice Response application exceeds 0.12%, or if the link includes an audio compression codec (such as G.729), the TTY character error rate may exceed the FCC’s suggested limit of one percent. It is the purchaser’s responsibility to ensure that the IP Office Contact Center Interactive Voice Response application is used in conjunction with a robust IP network.</p>
1194.23(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Supports	<p>In addition to its ability to provide voice prompts, the IP Office Contact Center Interactive Voice Response application is able to provide 45.45 baud and 50 baud Baudot-format prompts to TTY users.</p> <p>NOTE: In most cases, IVR applications are implemented by the owners and managers of the systems, rather than by Avaya. For this reason, even though Avaya provides tools that allow fully conformant applications to be implemented, it will often be the purchaser's responsibility to ensure conformance with this requirement.</p>

<p>1194.23(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>	<p>Supports</p>	<p>The IP Office Contact Center Interactive Voice Response application permits time limits to be handled in a flexible, user-friendly manner. System responses that may be specified in the applications include, but are not limited to, providing an alert when the time interval is about to run out and providing sufficient time for the user to indicate more time is required, repeating the menu, and transferring the call automatically to a person who can assist the caller.</p> <p>NOTE: In most cases, IVR applications are implemented by the owners and managers of the systems, rather than by Avaya. For this reason, even though Avaya provides tools that allow fully conformant applications to be implemented, it will often be the purchaser's responsibility to ensure conformance with this requirement.</p>
<p>1194.23(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	<p>Not Applicable</p>	<p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to the IP Office Contact Center Interactive Voice Response application.</p> <p>There is no aspect of the IP Office Contact Center Interactive Voice Response application that would interfere with the operation of a conforming endpoint device.</p>
<p>1194.23(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Not Applicable</p>	<p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to the IP Office Contact Center Interactive Voice Response application. (A reason why is that none of the commonly accepted standards for voice communication between telephones and associated back-office equipment, such as IVR systems, has 20 dB of amplitude headroom available.)</p> <p>There is no aspect of the IP Office Contact Center Interactive Voice Response application that would interfere with the operation of a conforming endpoint device.</p>
<p>1194.23(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	<p>The amplitude of the IP Office Contact Center Interactive Voice Response prompts is not user-adjustable.</p> <p>There is no aspect of the IP Office Contact Center Interactive Voice Response application that would interfere with the operation of a conforming endpoint device.</p>
<p>1194.23(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not Applicable</p>	<p>This requirement applies to transducer-equipped endpoint devices, such as telephone handsets and headsets. It does not apply to the IP Office Contact Center Interactive Voice Response application.</p> <p>There is no aspect of the IP Office Contact Center Interactive Voice Response application that would interfere with the operation of a conforming endpoint device.</p>
<p>1194.23(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>Not Applicable</p>	<p>This requirement applies to transducer-equipped endpoint devices, such as telephone handsets and headsets. It does not apply to the IP Office Contact Center Interactive Voice Response application.</p> <p>There is no aspect of the IP Office Contact Center Interactive Voice Response application that would interfere with the operation of a conforming endpoint device.</p>

<p>1194.23(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Supports</p>	<p>The manner in which the IP Office Contact Center Interactive Voice Response application conforms to this requirement is described in the response to 1194.23(b).</p>
<p>1194.23(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not Applicable</p>	<p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to the IP Office Contact Center Interactive Voice Response application.</p> <p>There is no aspect of the IP Office Contact Center Interactive Voice Response application that would interfere with the operation of a conforming endpoint device.</p>
<p>1194.23(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Not Applicable</p>	<p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to the IP Office Contact Center Interactive Voice Response application.</p> <p>There is no aspect of the IP Office Contact Center Interactive Voice Response application that would interfere with the operation of a conforming endpoint device.</p>
<p>1194.23(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not Applicable</p>	<p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to the IP Office Contact Center Interactive Voice Response application.</p> <p>There is no aspect of the IP Office Contact Center Interactive Voice Response application that would interfere with the operation of a conforming endpoint device.</p>
<p>1194.23(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Not Applicable</p>	<p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to the IP Office Contact Center Interactive Voice Response application.</p> <p>There is no aspect of the IP Office Contact Center Interactive Voice Response application that would interfere with the operation of a conforming endpoint device.</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	IP Office Contact Center Interactive Voice Response applications are operable without user vision.
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	IP Office Contact Center Interactive Voice Response applications are operable without user vision.
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	In addition to its ability to provide voice prompts, the IP Office Contact Center Interactive Voice Response application is able to provide 45.45 baud and 50 baud Baudot-format prompts to TTY users. NOTE: In most cases, IVR applications are implemented by the owners and managers of the systems, rather than by Avaya. For this reason, even though Avaya provides tools that allow fully conformant applications to be implemented, it will often be the purchaser's responsibility to ensure conformance with this requirement.
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	This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to the IP Office Contact Center Interactive Voice Response application. There is no aspect of the IP Office Contact Center Interactive Voice Response application that would interfere with the operation of a conforming endpoint device.
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	IP Office Contact Center Interactive Voice Response applications are operable without user speech. All user inputs are via DTMF "touch tone" key presses.
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.	All user inputs are via DTMF "touch tone" key presses.

§ 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-at-avaya.com

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