

Avaya IQ 5.2

Voluntary Product Accessibility Template (VPAT)

The Avaya IQ contact center reporting and analytics platform consolidates real-time data from Avaya customer service solutions and enterprise business resources, to deliver insights into both customer and agent activity. It provides highly customizable reports, including dashboards that support cross-tab, drill down, and roll up for easy analytics. These outputs let managers relate activity to results, allowing them to make more informed decisions that maximize contact center efficiency

Avaya IQ provides interfaces for two types of users: Administrators and Reports Users. Both interfaces are accessed via web browsers.

The Administrator interfaces provide centralized control of call center operations. Functions that may be managed through these interfaces include resource permissions, reporting groups, call center features, and Avaya IQ features.

The Reports User interfaces allow customization and execution of reports and dashboards. Avaya IQ 5.1 introduced an additional Reports User interface, carried forward into IQ 5.2, that was not present in earlier versions of IQ – the Avaya Performance Center User Interface (APC UI). The APC UI is an Adobe Flash implementation that provides access to multiple real time reports.

Note that Avaya does not certify that the statements of compliance in this document are valid for all browsers and operating systems. Compliance testing was performed with the following:

- Red Hat Enterprise Linux 5.4 and 5.5
- Microsoft Internet Explorer 6.0 SP2, 7.0, and 8.0
- Firefox 2.0 and 3.X

SUMMARY TABLE

VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE

Category	Applicability to Avaya IQ 5.2
Section 1194.21 Software Applications and Operating Systems	See Below
Section 1194.22 Web-based Internet Information and Applications	See Below
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	See Below
Section 1194.41 Information, Documentation, and Support	See Below

§ 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 Exceptions	All functions except those on the Avaya Performance Center UI login page can be executed via the keyboard. Not all functions provide textual feedback.
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 IQ is not known to override any accessibility settings that are available in the Windows Operating System. The components of Avaya IQ that are implemented using the Adobe Flash toolkit are compliant to the extent supported by the toolkit.
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	Avaya IQ is built using toolkits that ensure the focus is programmatically exposed.
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	Some buttons have two states: available and not available. Buttons that are not available are not clickable or keyboard accessible. Image elements that convey information are accompanied by descriptive text.
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	
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.	Supports	Avaya IQ is not known to override any color or contrast settings that are available in the Windows Operating System or via the browser preferences. The components of Avaya IQ that are implemented using the Adobe Flash toolkit are compliant to the extent as supported by the toolkit.
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.	Supports	

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 with Exceptions	Color is used to draw the attention of the operator to table cells that contain values that exceed a customer-defined service threshold.
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.	Supports	The only places within Avaya IQ where a user can adjust colors are pie charts and bar charts. A full color palette is available.
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	
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.	Supports with Exceptions	Independent testing found that the error handling within Avaya IQ is not fully accessible. Specifically, the text in the error messages does not always indicate the field where the error has been detected.
§ 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 IQ provides text equivalents for non-text elements. NOTE: Independent testing found that, in a few cases, novice users felt that the text tags were insufficiently descriptive.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Does not apply	Avaya IQ does not utilize 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 with Exceptions	Color is used to draw the attention of the operator to table cells that contain values that exceed a customer-defined service threshold.
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	Most of the core functions within Avaya IQ can be accessed without style sheets. Due to the complexity of the interface, independent testing was unable to verify that this is true for all functions, such as pop-up dialogs.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Does not apply	Avaya IQ does not utilize server-side 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.	Does not apply	Avaya IQ does not utilize client-side image maps.
1194.22(g) Row and column headers shall be identified for data tables.	Supports	Avaya IQ identifies headers within data tables in the application.

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.	Supports with Exceptions	Some Avaya IQ table headers are not explicitly associated with data cells. Independent testing found that this did not translate into functional problems for blind users, due to the simplicity of the tables.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Supports with Exceptions	Some frames in the Avaya IQ Online Help system lack title attributes.
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.	Does not apply	Avaya IQ does not utilize flashing or flickering elements.
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.	Does not support	There is no text-only version of the Avaya IQ user interface.
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 with Exceptions	Independent testing of Avaya IQ found that some of the individual JavaScript controls are not fully accessible to users of screen-reading assistive technologies. Examples include pop-up dialogs, some browser tree controls, and the Help menu.
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).	Supports	The components of Avaya IQ that are implemented using the Adobe Flash toolkit are compliant to the extent supported by the toolkit.
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.	Supports with Exceptions	Independent testing found that the error handling within Avaya IQ is not fully accessible. Specifically, the text in the error messages does not always indicate the field where the error has been detected.
1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Avaya IQ provides a mechanism to skip past repetitive navigation links.

<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</p>	<p>Avaya IQ does not impose time limits on users' responses. Nevertheless, because there are configurations in which Avaya IQ may present and then remove information automatically from the screen, it is important to note the following:</p> <p>Avaya IQ supports historical and real-time reporting. The on-screen displays of historical reports do not change until the user requests a new report. By contrast, when a user requests real-time reporting, the screens refresh automatically every 3 to 60 seconds. There is no way to "pause" or "freeze" the display if real-time reporting has been requested. For this reason, users of assistive screen-reading technologies and others who require static displays are advised to request historical reports. (The functional differences between the two reporting styles are explained in the product documentation.)</p>
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§ 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<p>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.</p>	<p>Supports with Exceptions</p>	<p>The lack of full compliance, as outlined in the §1194.21 and §1194.22 responses, can present challenges to the users of assistive screen-reading adjuncts. The issues relate to simulated controls, the use of color, list fields, frames, and the accessibility of scripting.</p>
<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.</p>	<p>Supports with Exceptions</p>	<p>Row selection in tables and some error messages are indicated via color. Also, the color given to the currently-selected row does not offer sufficient color and brightness contrast compared with unselected rows. These issues can pose problems to low-vision or color-blind users.</p>
<p>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</p>	<p>Supports</p>	<p>Avaya IQ does not require users to perceive audio information.</p>
<p>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.</p>	<p>Supports</p>	<p>Avaya IQ does not require users to perceive audio information.</p>

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	Avaya IQ does not require users to produce speech for use.
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 with Exceptions	Some JavaScript-driven controls in Avaya IQ are not fully accessible to keyboard-only users.

§ 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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