

# Avaya Outbound Contact Express Script Manager 1.0

## Voluntary Product Accessibility Template (VPAT)

Avaya Outbound Contact Express Script Manager is a thick client application, used by supervisors or administrators of the Outbound Contact Express solution to build the screens that will be presented to contact center agents as they conduct their transactions. The screens that are built with the Script Manager application are not seen by customers.

### Support Levels

| Support Level  | Description  |
|--|--|
| <b>Supports</b>  | Avaya Outbound Contact Express Script Manager fully meets the letter and intent of the criterion.  |
| <b>Supports with Exceptions/Minor Exceptions</b>                   | Avaya Outbound Contact Express Script Manager 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>                    | Avaya Outbound Contact Express Script Manager provides an alternate way to meet the intent of the criterion.   |
| <b>Supports when combined with Compatible Assistive Technology</b> | Avaya Outbound Contact Express Script Manager fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.        |
| <b>Does Not Support</b>  | Avaya Outbound Contact Express Script Manager 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 Avaya Outbound Contact Express Script Manager is required to meet the criterion.   |

### Compliance Summary

| Criteria   | Support Levels                  |
|--|---------------------------------|
| Section 1194.21 Software Applications and Operating Systems                  | <b>Supports with Exceptions</b> |
| Section 1194.22 Web-based Intranet and Internet Information and Applications | <b>Not Applicable</b>           |
| Section 1194.23 Telecommunications Products                                  | <b>Not Applicable</b>           |
| Section 1194.24 Video and Multi-media Products                               | <b>Not Applicable</b>           |
| Section 1194.25 Self-Contained, Closed Products                              | <b>Not Applicable</b>           |
| Section 1194.26 Desktop and Portable Computers                               | <b>Not Applicable</b>           |
| Section 1194.31 Functional Performance Criteria                              | <b>Supports with Exceptions</b> |
| Section 1194.41 Information, Documentation and Support                       | <b>Supports</b>                 |

## § 1194.21 Software Applications and Operating Systems

| <i>Criteria</i>  | <i>Support Levels</i>    | <i>Remarks and Explanations</i>   |
|--|--------------------------|---|
| <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.   | Supports with exceptions | Most product functions can be executed from the keyboard. In some cases, a specific area of the screen must be selected with a mouse before the keyboard can be used to navigate to the functions within that area.<br><br>There are cases where the result of performing a function cannot be discerned textually. |
| <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. | Supports                 | Script Manager does not disrupt or disable activated features of other products that are identified as accessibility features.  |
| <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.   | Supports                 | The focus is visually well defined and is programmatically exposed so that assistive technology can track it.   |
| <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.   | Does not support         | The identity and state of some icons is not available in text.  |
| <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.   | Does not support         | The same bitmap image on a single screen can refer to an action taken on a script or on a template.   |

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|--|--------------------------|--|
| <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                 | Textual information is provided through operating system functions for displaying text.  |
| <b>1194.21(g)</b> Applications shall not override user selected contrast and color selections and other individual display attributes.   | Supports with exceptions | In most cases, the text, background colors, and contrast appear as specified by the user settings within the Microsoft operating system. The exception is that, in buttons that contain text, the text changes as specified but the background color does not. |
| <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           | No animation is used in this product.  |
| <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                 | Color coding is not used as the only means of conveying information.   |
| <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           | Script Manager does not permit users to adjust the color and contrast settings.  |
| <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                 | No component of Script Manager presents flashing or blinking outside the frequencies specified.  |
| <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. | Does not support         | Field labels may not be accessible to assistive technology.  |

## § 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.  | Not applicable –<br>Fundamental<br>alteration exception<br>applies | The purpose of Script Manager is to support the building of visually oriented graphical user interfaces. A fundamental alteration of the nature and purpose of Script Manager would be required for it to be operable and usable by people who are blind. |
| <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. | Supports with<br>exceptions  | The manner in which support is provided for users with visual impairments is described in the §1194.21 responses.   |
| <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   | User hearing is not required in order to use Script Manager.  |
| <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   | User hearing is not required in order to use Script Manager.  |
| <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   | User speech is not required in order to use Script Manager.   |
| <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 mouse and keyboard control settings specified within the Microsoft operating system are supported by Script Manager.  |

## § 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              | Avaya's point-of-contact for accessibility-related issues:<br><br>Dr. Paul R. Michaelis<br>Voice: 303-538-4101<br>TTY: 303-538-3740<br><br>prmichaelis-at-avaya.com |

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