

Avaya Speech Analytics Desktop Client 2.0

Voluntary Product Accessibility Template (VPAT)

Avaya Speech Analytics Desktop Client is a thick client desktop application for the Microsoft Windows operating system. It allows a user to search for spoken phrases within recorded speech. Searches are specified as text and results can be reviewed in the context of the recorded material by using an integrated media player.

All features of the product were assessed against the specified criteria. The product may interface with external systems using a plug-in architecture, however this analysis relates only to the desktop client.

Support Levels

Support Level	Description
Supports	Avaya Speech Analytics Desktop Client fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya Speech Analytics Desktop Client 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	Avaya Speech Analytics Desktop Client provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya Speech Analytics Desktop Client fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya Speech Analytics Desktop Client 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 Avaya Speech Analytics Desktop Client 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	Not Applicable
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

§ 1194.21 Software Applications and Operating Systems

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<p>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.</p>	Supports with Exceptions	<p>The keyboard can be used to navigate the interface and access all functions of the application via the main menu. Accelerator keys are assigned to the majority of menu items and where this is not the case, the keyboard arrow keys can be used to select an item.</p> <p>Most key aspects of application state are described by text, with some exceptions.</p>
<p>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.</p>	Supports	<p>The application does not disrupt or interfere with the accessibility features of the operating system.</p>
<p>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.</p>	Supports	<p>Focus is indicated for all interactive elements. The input focus is made available to assistive technology.</p>
<p>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.</p>	Does Not Support	<p>Assistive technology is able to access some information about user interface element identity and state however, this information is not consistent in its presentation and is not useful in many cases.</p>
<p>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.</p>	Supports	<p>Bitmap images are used consistently to represent a particular function or concept.</p>

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	Text display is provided by the .NET Framework / Windows Presentation Foundation.
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Exceptions	All text remains clearly visible when the Microsoft Windows theme is set to "High Contrast Mode (White)". Menu and button text reflects the settings. Some items do not consistently reflect the settings however all text is clearly visible.
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	The application does not contain any animated elements.
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	The application does not rely on color coding as the only means of displaying information.
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	The application does not provide a way for the user the modify color or 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.	Supports	The product has no flashing or blinking text, objects or other elements.
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 Support	Assistive technology is able to access some information about form field controls and content however, this information is not complete or consistent and is not useful in many cases.

§ 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	Assistive technology is able to access the text information about user interface identity and state however; this information is not complete or consistent and is not useful in the majority of cases.
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	The application can be used in conjunction with a screen magnifier.
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 – Fundamental Alteration Exception Applies	The application makes use of a media player for user review of audio data. A fundamental change in the purpose and scope of the application would be required.
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.	Supports	Audio playback is carried out by the operating system and machine hardware. Any support for assistive hearing devices would depend upon the availability of such a 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	The application does not require user speech.
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 application does not require fine motor control to operate any functionality. Operating system “sticky keys” are supported for functions requiring keyboard combinations (e.g. selecting a range of list items using the keyboard).

§ 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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Updated 16 November 2012