



# Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version: AACCC/ACCS 7.1.1 Avaya Aura Agent Desktop**

## **Product Description:**

Avaya Agent Desktop (AAD) is a Win Forms-based software application that runs on the Windows Operating System. AAD can operate in one of two Telephone Modes.

### **Computer Mode**

In this configuration, there is no separate, physical telephone. Instead, the PC and AAD act together as the telephone. Voice is received and sent over the sound system of the PC, typically by a microphone-equipped USB or Bluetooth headset, or by a microphone-equipped headset attached directly to the sound card of the PC. This configuration is also known as My Computer Mode and was also known as Road Warrior Mode.

### **Telephone Mode**

In this configuration, the agent utilizes a physical telephone – analog, digital, or IP – for communication. The telephone can be directly attached to a Communication Manager (Desk Phone Mode), attached to the PSTN (Telecommuter Mode), or directly attached to a CS1000 (CTI mode). The telephone's control functions, such as dialing, placing a call on hold, transferring the call, and so on, are controlled and operated via the AAD PC user interface.

**Date:** October 2020

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**Notes:** WCAG 2.0 criteria are not applicable to AAAD because it is Win Forms-based software application, not Web pages.

**Evaluation Methods Used:** General Product Knowledge and Manual Evaluations.

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes / <b>No</b> ) Level AA (Yes / <b>No</b> ) Level AAA (Yes / <b>No</b> )
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	( <b>Yes</b> / No )

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.

## WCAG 2.0 Report

## Chapter 1: Success Criteria, Level A

Notes: WCAG 2.0 criteria are not applicable to AAAD because it is Win Forms-based software application, not Web pages.

## Chapter 2: Success Criteria, Level AA

Notes: WCAG 2.0 criteria are not applicable to AAAD because it is Win Forms-based software application, not Web pages.

## 2017 Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>302.1 Without Vision.</b> Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports with exceptions	AAD can be used in voice-only mode without user vision to take telephone calls in "force-call answer" configuration, with the use of assistive technology.  AAD can be used in multimedia mode without user vision, with the use of assistive technology, Direct shortcut keys are provided for major functions including Login/Logout, Ready/Not Ready, Use Trunk Access Code, Show Preferences, Show Statistics, Create Scheduled Callback, Open DTMF pad, Emergency Call, Agent Greeting, Show/hide panel left panel, Initiate action: call, Initiate action: transfer, Initiate action: conference, Show Customer Details, Show Presence control, Show Observe control, Open Phonebook, Open Call Log, Call Supervisor, Contact search, Customer search, Show/Hide Statistics Ticker, Statistics ticker: next skillset, Softphone mute on/off, Softphone audio settings, Softphone audio monitor, Accept alerting work item, Release selected work item, Minimize AAD, Show/Hide Multimedia panel, Display Help.
<b>302.2 With Limited Vision.</b> Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supports with exceptions	AAD can be used in voice-only mode without user vision to take telephone calls, with the use of assistive technology.

Criteria	Conformance Level	Remarks and Explanations
		<p>AAD can be used in multimedia mode without user vision, with the use of assistive technology, subject to the limitations noted in 302.1 above.</p> <p>AAD supports operating system settings controlling enlarged text and associated accessibility features.</p>
<p><b>302.3 Without Perception of Color.</b> Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.</p>	<p>Supports</p>	<p>Information which is provided by color is always redundant to text.</p>
<p><b>302.4 Without Hearing.</b> Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.</p>	<p>Supports with exceptions</p>	<p>Telephone Mode: AAD complies when used in conjunction with a VCO-capable TTY, such as the Avaya Model 8840.</p> <p>AAD can be used in multimedia mode without user hearing, with the proviso that audible alerts are used for some functions, such as incoming calls. NB Visual alerts are also provided.</p>
<p><b>302.5 With Limited Hearing.</b> Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.</p>	<p>Supports with exceptions</p>	<p>Telephone Mode: AAD complies when used in conjunction with a VCO-capable TTY, such as the Avaya Model 8840.</p> <p>AAD can be used in multimedia mode without user hearing, with the proviso that audible alerts are used for some functions, such as incoming calls. NB Visual alerts are also provided.</p>
<p><b>302.6 Without Speech.</b> Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.</p>	<p>Supports</p>	<p>User speech is not required to operate AAD in multimedia mode, such as handling emails, web communications, instant messages etc.</p>
<p><b>302.7 With Limited Manipulation.</b> Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p>	<p>Supports</p>	<p>AAD requires mouse and keyboard manipulation to the extent common to most Windows applications. It inherits and supports any mouse or keyboard settings applied at the operating system level.</p>
<p><b>302.8 With Limited Reach and Strength.</b> Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.</p>	<p>Supports</p>	<p>AAD requires mouse and keyboard manipulation to the extent common to most Windows applications. It inherits and supports any mouse or keyboard settings applied at the operating system level.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.9 With Limited Language, Cognitive, and Learning Abilities.</b> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p>	<p>Supports with Exceptions</p>	<p>Support for users with limited cognitive, language, and learning abilities is subject to the user's capabilities. Simple interfaces and buttons have been provided where possible. User abilities will vary with the level of users experience.</p>

## Chapter 4: Hardware

Notes: Not applicable. AAAD is provided as a software solution, hardware criteria are out of scope.

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>501.1 Scope</b> – Incorporation of WCAG 2.0 AA	Not Applicable	WCAG 2.0 criteria are not applicable to AAAD because it is Win Forms-based software application, not Web pages
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
<b>502.2.1 User Control of Accessibility Features.</b> Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Supports	AAAD does not disable accessibility features associated with any other running application, or which have been turned on at the operating system level.
<b>502.2.2 No Disruption of Accessibility Features.</b> Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports	AAAD does not disable accessibility features associated with any other running application, or which have been turned on at the operating system level.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
<b>502.3.1 Object Information.</b> The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Supports with Exceptions	Approximately 40% of form fields, image or icon buttons do not have permanently associated text labels or tool tips describing their name and current state.
<b>502.3.2 Modification of Object Information.</b> States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports with Exceptions	The state of some controls cannot be set using assistive technology.
<b>502.3.3 Row, Column, and Headers.</b> If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Not Applicable	Data tables are not used.

Criteria	Conformance Level	Remarks and Explanations
<b>502.3.4 Values.</b> Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Supports with Exceptions	Not all value elements can be accessed using assistive technology.
<b>502.3.5 Modification of Values.</b> Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports with Exceptions	Not all value elements can be accessed using assistive technology.
<b>502.3.6 Label Relationships.</b> Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Not Applicable	Label relationships are not used
<b>502.3.7 Hierarchical Relationships.</b> Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Not Applicable	Hierarchical Relationships are not used.
<b>502.3.8 Text.</b> The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supports	Text is programmatically determinable
<b>502.3.9 Modification of Text.</b> Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports with Exceptions	AAD presents and removes forms and controls in a dynamic manner, based on Contact Center activity. As a result of this, not all electronic forms are consistently available via assistive technology
<b>502.3.10 List of Actions.</b> A list of all actions that can be executed on an object shall be programmatically determinable.	Supports with Exceptions	Not all actions can be executed using assistive technology.
<b>502.3.11 Actions on Objects.</b> Applications shall allow assistive technology to programmatically execute available actions on objects.	Supports with Exceptions	Not all actions can be executed using assistive technology.
<b>502.3.12 Focus Cursor.</b> Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supports	Focus is programmatically exposed so that Assistive Technology can track focus.
<b>502.3.13 Modification of Focus Cursor.</b> Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Supports with exceptions	The position of the current control in focus is not always well-defined by an on-screen visual indication. However the focus is programmatically exposed so that Assistive Technology can track focus and focus changes.
<b>502.3.14 Event Notification.</b> Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Supports with exceptions	Approximately 40% of form fields, image or icon buttons do not have permanently associated text labels or tool tips describing their name and current state.

Criteria	Conformance Level	Remarks and Explanations
<p><b>502.4 Platform Accessibility Features.</b> Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <ul style="list-style-type: none"> <li>A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;</li> <li>B. Section 9.3.4 Provide adjustment of delay before key acceptance;</li> <li>C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance;</li> <li>D. Section 10.6.7 Allow users to choose visual alternative for audio output;</li> <li>E. Section 10.6.8 Synchronize audio equivalents for visual events;</li> <li>F. Section 10.6.9 Provide speech output services; and</li> <li>G. Section 10.7.1 Display any captions provided.</li> </ul>	Not Applicable	AAD is not platform software
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
<p><b>503.2 User Preferences.</b> Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.</p>	Supports with exceptions	AAD does not support platform preference for application color, font type or high-contrast schemes.
<p><b>503.3 Alternative User Interfaces.</b> Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.</p>	Not Applicable	There is no alternative user interface
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
<p><b>503.4.1 Caption Controls.</b> Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.</p>	Not Applicable	AAD does not have prerecorded multimedia.
<p><b>503.4.2 Audio Description Controls.</b> Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.</p>	Not Applicable	AAD does not have prerecorded multimedia.



Criteria	Conformance Level	Remarks and Explanations
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
<p><b>504.2 Content Creation or Editing.</b> Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.</p> <p>EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.</p> <p>(NOTE: If the product is not an authoring tool, enter “not applicable”)</p>	Not Applicable	WCAG 2.0 criteria are not applicable to AAAD because it is Win Forms-based software application, not Web pages
<p><b>504.2.1 Preservation of Information Provided for Accessibility in Format Conversion.</b> Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.</p>	Not Applicable	AAD is not an authoring tool
<p><b>504.2.2 PDF Export.</b> Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).</p>	Not Applicable	AAD is not an authoring tool
<p><b>504.3 Prompts.</b> Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.</p>	Not Applicable	AAD is not an authoring tool
<p><b>504.4 Templates.</b> Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.</p>	Not Applicable	AAD is not an authoring tool

Criteria	Conformance Level	Remarks and Explanations

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
<b>602.2 Accessibility and Compatibility Features.</b> Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Supports with Exceptions	AAAD functionality is well documented in guides provided within AACC product, compatibility with assistive technology is platform/OS related question and should be described in platform/OS documentation.
<b>602.3 Electronic Support Documentation.</b> Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Supports	Web-based self-service support are provided via avaya.com web site, including possibility to download documentation in electronic format.
<b>602.4 Alternate Formats for Non-Electronic Support Documentation.</b> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Will provide upon request.
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
<b>603.2 Information on Accessibility and Compatibility Features.</b> ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports with Exceptions	AAAD functionality is supported via official avaya support channels, compatibility with assistive technology is platform/OS related question and should be supported by their providers.
<b>603.3 Accommodation of Communication Needs.</b> Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Communication for product sales and support is provided in multiple media channels through the Avaya website.

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