



# Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:** AACC/ACCS 7.1.1 Contact Center Manager Administration

## Product Description:

Contact Center Manager Administration (CCMA) is the web based administration and reporting interface to the Avaya Aura Contact Center.

**Date:** October 2020

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## Notes:

**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
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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 ( <b>Yes</b> / No ) 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.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes: Not covered by this report

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Contrast minimum is provided by CCMA
<a href="#">1.4.4 Resize text</a> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports with Exceptions	Supports except objects tree
<a href="#">1.4.5 Images of Text</a> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to:	Does Not Support	Only access via menu is implemented, other ways are not implemented.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<b>2.4.6 Headings and Labels</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<b>2.4.7 Focus Visible</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<b>3.1.2 Language of Parts</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does Not Support	Language is consistent throughout the application.
<b>3.2.3 Consistent Navigation</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	
<b>3.2.4 Consistent Identification</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	
<b>3.3.3 Error Suggestion</b> (Level AA) <ul style="list-style-type: none"> <li>•</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Does Not Support	Only errors detection is implemented

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	

## 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	Some functions are not accessible via the keyboard. Some information presented visually is not exposed programmatically to assistive technology.
<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	All CCMA features are available through assistive Technology tools
<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.	Supports	
<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.	Supports	There are no multimedia features or audio alerts in the product.
<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.	Not Applicable	There are no multimedia features or audio alerts in the product.

Criteria	Conformance Level	Remarks and Explanations
<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>	Supports	The product has no speech driven interface
<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>	Supports	
<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>	Supports	
<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>	Supports	Communication for support is provided in multiple media channels through the Avaya website.

## Chapter 4: Hardware

Notes: Not applicable. CCMA 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	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<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.	Not applicable	CCMA is not considered platform software as defined by Section 508.
<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	CCMA is compatible with operating system and default platform browser.
<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	CCMA uses standard HTML object roles for maximum compatibility with assistive technologies.
<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	CCMA uses standard HTML object roles for maximum compatibility with assistive technologies.
<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.	Supports with Exceptions	<input type="checkbox"/> Realtime Reporting tabular displays do not use TH tags for table headers <input type="checkbox"/> All Contact Center Management component pages listing skillsets and contact types do not use TH tags for table headers <input type="checkbox"/> All Access and Partition Management component tables do not use TH tags for table headers
<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	CCMA uses standard HTML object roles for maximum compatibility with assistive technologies.
<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	CCMA uses standard HTML object roles for maximum compatibility with assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
<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.	Supports	CCMA uses standard HTML attributes to describe label relationships of user interface elements.
<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.	Supports	CCMA uses standard HTML markup to express hierarchical relationships.
<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	CCMA renders strings as plain text values in HTML for maximum compatibility with assistive technologies.
<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	CCMA renders strings as plain text values in HTML for maximum compatibility with assistive technologies.
<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	CCMA uses standard HTML object attributes for maximum compatibility with assistive technologies.
<b>502.3.11 Actions on Objects.</b> Applications shall allow assistive technology to programmatically execute available actions on objects.	Supports	CCMA uses standard HTML object attributes for maximum compatibility with assistive technologies.
<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	CCMA uses visual changes to elements to indicate the current position of 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	CCMA uses visual changes to elements to indicate the current position of focus.
<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.	Does Not Support	
<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: A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance;	Not applicable	CCMA is not considered platform software as defined by Section 508.



Criteria	Conformance Level	Remarks and Explanations
<p>C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance;</p> <p>D. Section 10.6.7 Allow users to choose visual alternative for audio output;</p> <p>E. Section 10.6.8 Synchronize audio equivalents for visual events;</p> <p>F. Section 10.6.9 Provide speech output services; and</p> <p>G. Section 10.7.1 Display any captions provided.</p>		
<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>	Does Not Support	CCMA does not allow any changes for user interface.
<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>	Does Not Support	CCMA does not provide any alternative user interfaces that function as assistive technology.
<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	CCMA does not include audio or video content.
<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	CCMA does not include audio or video content.
<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	CCMA is not an authoring tool

Criteria	Conformance Level	Remarks and Explanations
<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.	Not applicable	CCMA is not an authoring tool
<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).	Not applicable	CCMA is not an authoring tool
<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.	Not applicable	CCMA is not an authoring tool
<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.	Not applicable	CCMA is not an authoring tool

## 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	CCMA functionality is well documented in guides provided within AACC product, compatibility with assistive technology is platform/OS related question and should be described in their 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).	See <a href="#">WCAG 2.0</a> section	See information in WCAG section

Criteria	Conformance Level	Remarks and Explanations
<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	CCMA 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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