

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya Agent For Desktop 2.0.x

Product Description: Avaya Agent for Desktop enables voice calling for Contact Center Elite agents.

Date: September 25, 2019

Contact information: dklajner@avaya.com

Notes:

Evaluation Methods Used: Conformance claims in this document have been validated using manual testing by the offeror.

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 http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017	(Yes / 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:

- 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:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports with Exceptions	Critical controls provide a text equivalent, however not all non-text elements provide text equivalents.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Pre-recorded audio or video is not used.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
1.3.1 Info and Relationships (Level A)	Supports with Exceptions	UI elements support screen reader software on Microsoft Windows platform, but not on Linux and macOS.
1.3.2 Meaningful Sequence (Level A)	Supports	Correct sequences can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	Supports	Multiple visual cues are provided to help the user interact with the user interface.
1.4.1 Use of Color (Level A)	Supports	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
1.4.2 Audio Control (Level A)	Supports	Controls are provided to enable a user to mute, hold calls and adjust volume of audio.
2.1.1 Keyboard (Level A)	Supports with Exceptions	Most functions are executable from the keyboard with shortcuts.
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard traps exist.
2.2.1 Timing Adjustable (Level A)	Supports	Most features do not require timed responses. Answering an incoming call is one exception and the number of rings and therefore time to answer a call can be adjusted.
2.2.2 Pause, Stop, Hide (Level A)	Support	Animation, blinking or scrolling information is not used.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	There are no flashing or blinking text objects or other elements.
2.4.1 Bypass Blocks (Level A)	Supports	Users can navigate directly to desired content – for example using mouse or keyboard to directly move to call history list from contact list.
2.4.2 Page Titled (Level A)	Not Applicable	Not required for non-Web application.
2.4.3 Focus Order (Level A)	Support	Navigational elements and forms follow a logical order that makes sense to the user.
2.4.4 Link Purpose (In Context) (Level A)	Not Applicable	Avaya Agent For Desktop does not show links in its user interface.
3.1.1 Language of Page (Level A)	Not Applicable	
3.2.1 On Focus (Level A)	Supports	Focus does not change unexpectedly. The user must explicitly perform an action for focus to change.
3.2.2 On Input (Level A)	Supports	Context changes require specific user input.
3.3.1 Error Identification (Level A)	Supports	Input errors are identified and accompanied by a textual description.
3.3.2 Labels or Instructions (Level A)	Supports	Labels are provided for UI elements.
4.1.1 Parsing (Level A)	Not Applicable	Avaya Agent For Desktop is a native app and does not use markup languages for presentation of the user interface.
4.1.2 Name, Role, Value (Level A)	Supports with Exceptions	UI elements support screen reader software on Microsoft Windows platform, but not on Linux and macOS.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No multimedia presentations are used in this solution.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No multimedia presentations are used in this solution.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Supports with Exceptions	Not all text meets the minimum contrast requirement.
1.4.4 Resize text (Level AA)	Supports	Native OS feature be used to resize text with no loss of functionality.
1.4.5 Images of Text (Level AA)	Not Applicable	Images of text are not used.
2.4.5 Multiple Ways (Level AA)	Not Applicable	Not required for non-Web application.
2.4.6 Headings and Labels (Level AA)	Supports	Descriptive headings and Labels are used.
2.4.7 Focus Visible (Level AA)	Supports with Exceptions	UI elements receive visible focus. Some off-screen/invisible elements are receiving focus.
3.1.2 Language of Parts (Level AA)	Not Applicable	Not required for non-Web application.
3.2.3 Consistent Navigation (Level AA)	Not Applicable	Not required for non-Web application.
3.2.4 Consistent Identification (Level AA)	Not Applicable	Not required for non-Web application.
3.3.3 Error Suggestion (Level AA)	Not Applicable	Input error suggestions are not known and therefore cannot be provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Legal commitments or financial transactions are not processed.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision. 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	Avaya Agent for Desktop does not fully support users without vision. Functions are operated via point-and-click. Keyboard access is not fully supported. The support

Criteria	Conformance Level	Remarks and Explanations
		for assistive text-to-speech screen-reading adjuncts is limited to the Microsoft Windows platform.
302.2 With Limited Vision. 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	Supported via OS magnification features.
302.3 Without Perception of Color. 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	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Not Applicable	Avaya Agent For Desktop is a voice only software.
302.5 With Limited Hearing. 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.	Supports	User hearing is not required to operate Avaya Equinox but may affect the user's ability to communicate with others through the product.
302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Not Applicable	Avaya Agent For Desktop is a voice only software.
302.7 With Limited Manipulation. 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.	Not Applicable	Support for users with limited fine motor control, reach, or strength is dependent on the physical device that is running Avaya Equinox on the auxiliary device (e.g., the conductive stylus) being used. No aspect of the application will interfere with the conformance of an otherwise conformant configuration.
302.8 With Limited Reach and Strength. 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.	Not Applicable	Support for users with limited fine motor control, reach, or strength is dependent on the physical device that is running Avaya Equinox on the auxiliary device (e.g., the conductive stylus) being used. No aspect of the application will interfere with the

Criteria	Conformance Level	Remarks and Explanations
		conformance of an otherwise conformant configuration.
<p>302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p>	Supports	Avaya Agent For Desktop offers consistent navigation and operation.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	Avaya Agent for Desktop is not a platform software.
502.2.2 No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports with Exceptions	Avaya Agent for Desktop does not support high-contrast schemes.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Supports	The support for assistive text-to-speech screen-reading adjuncts is supported.
502.3.2 Modification of Object Information. 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.
502.3.3 Row, Column, and Headers. 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.
502.3.4 Values. 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.
502.3.5 Modification of Values. 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.
502.3.6 Label Relationships. 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.
502.3.7 Hierarchical Relationships. 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.

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text. 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.
502.3.9 Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	Text can be set using assistive technology.
502.3.10 List of Actions. 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.
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Supports with Exceptions	Not all actions can be executed using assistive technology.
502.3.12 Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supports	Focus is exposed to allow user to track focus and text insertion point.
502.3.13 Modification of Focus Cursor. 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	Operating system preferences are supported.
502.3.14 Event Notification. 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	Notifications are available to assistive technology. Some notifications such as for incoming calls do not grab application focus.
<p>502.4 Platform Accessibility Features. 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"> A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and 	Not Applicable	Avaya Agent for Desktop is not platform software.

Criteria	Conformance Level	Remarks and Explanations
G. Section 10.7.1 Display any captions provided.		
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Supports with Exceptions	Avaya Agent For Desktop does not support platform preference for application color, font type or high-contrast schemes.
503.3 Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	There is no alternative user interface
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls. 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.	Not Applicable	Avaya Agent for Desktop does not have pre-recorded multimedia.
503.4.2 Audio Description Controls. 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.	Not Applicable	Avaya Agent for Desktop does not have pre-recorded multimedia.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing. 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. EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code. (NOTE: If the product is not an authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats,	Not Applicable	Avaya Agent for Dekstop is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
preserve the information required for accessibility to the extent that the information is supported by the destination format.		
504.2.2 PDF Export. 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	Avaya Agent for Dekstop is not an authoring tool.
504.3 Prompts. 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	Avaya Agent for Dekstop is not an authoring tool.
504.4 Templates. 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	Avaya Agent for Dekstop is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features. 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	Avaya Agent for Desktop documentation describes the usage of the Keystrokes feature and the Screen reader support.
602.3 Electronic Support Documentation. 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 WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support	Does not support	

Criteria	Conformance Level	Remarks and Explanations
Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.		
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Not Applicable	Accessible features are described in the documentation.
603.3 Accommodation of Communication Needs. 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.	Not Applicable	Accessible features are described in the documentation.

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