

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Amazon Alexa R1.0.0.1

Product Description: Amazon Alexa is a virtual assistant application running on Avaya Vantage™ 3 devices. Amazon Alexa integrates with Avaya Vantage builtin Unified Communication experience to support voice commands for call management such as making calls to next meeting in calendar or to certain contact number, accept or reject call, etc. Amazon Alexa is a supplement to the Avaya Vantage™ 3 devices and Avaya Vantage builtin Unified Communication experience UI where voice commands can be used to activate certain features of Avaya Vantage builtin Unified Communication experience. In addition, Amazon Alexa supports rich set of voice commands such as search information commands, set alarms, etc.

Date: June 22, 2021

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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 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(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) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with exceptions	In general, information is provided to assistive technology (e.g. Talkback). However, there are exceptions such as read Amazon Alexa License terms and conditions.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Pre-recorded audio or video is not used.
1.2.2 Captions (Prerecorded) (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	No pre-recorded multimedia presentations are used in this product.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	No pre-recorded multimedia presentations are used in this product.
1.3.1 Info and Relationships (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Amazon Alexa uses native platform features to convey info and relationship.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Correct sequences can be programmatically determined.
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to:</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Multiple visual cues are provided to help the user interact with the user interface.
<p><u>1.4.1 Use of Color</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Color is not used as the only mean for conveying information.
<p><u>1.4.2 Audio Control</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Controls are provided to enable a user to mute and adjust volume of audio.
<p><u>2.1.1 Keyboard</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>When a device is configured with an auxiliary keyboard, Amazon Alexa functions are executable from that keyboard.</p> <p>Please note that as Amazon Alexa is voice assistant application, there is no need for auxiliary keyboard with exception of accessing application settings.</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No keyboard traps exist.
<p><u>2.2.1 Timing Adjustable</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Please note that users are expected to say their voice command once "Alexa" is Wake Word is said or once "Alexa" press to talk icon is pressed. There is a few seconds timeout if no voice command is heard.

Criteria	Conformance Level	Remarks and Explanations
<u>2.2.2 Pause, Stop, Hide</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Animation, blinking or scrolling information is not used.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There are no flashing or blinking text objects or other elements.
<u>2.4.1 Bypass Blocks</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports with Exceptions	User can use "Alexa Wake Word" to activate voice command. However, there is no option to bring Amazon Alexa to the foreground.
<u>2.4.2 Page Titled</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Not required for non-Web application.
<u>2.4.3 Focus Order</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Navigational elements and forms follow a logical order that makes sense to the user.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	No links are integrated in Amazon Alexa
<u>3.1.1 Language of Page</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All UI elements are rendered in the selected supported language.
<u>3.2.1 On Focus</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	In general, focus does not change unexpectedly. The user must explicitly perform an action for focus to change. Amazon web view of device settings takes time to

Criteria	Conformance Level	Remarks and Explanations
		load (5-10 seconds before talkback can read the content). There is a need for long press to set focus on the specific UI (unlike focus behavior on Android applications which require short touch).
3.2.2 On Input (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Context changes require specific user input.
3.3.1 Error Identification (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Input errors are identified and accompanied by a textual description.
3.3.2 Labels or Instructions (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Labels are provided for UI elements.
4.1.1 Parsing (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Amazon Alexa is native application and do not use markup languages for presentation of the user interface.
4.1.2 Name, Role, Value (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Critical controls indicate state and function. Users can do voice dialing using Amazon Alexa application ("Alexa call 12345678").

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
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Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No multimedia presentations are used in this solution.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No multimedia presentations are used in this solution.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Not all text meets the minimum contrast requirement. Contrast settings are adjustable via the Android™ accessibility settings, where high contrast text can be enabled
<u>1.4.4 Resize text</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Supports via Android™ native facility for text resizing. Text sizing is adjustable via the Android™ accessibility settings, where large text can be enabled. Not all UI elements font of Amazon Alexa is resizable.
<u>1.4.5 Images of Text</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Images of text are not used.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	Not required for non-Web application.
<u>2.4.6 Headings and Labels</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Descriptive headings and Labels are used.
<u>2.4.7 Focus Visible</u> (Level AA) 2017 Section 508	Supports	Focus is clearly indicated.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.1.2 Language of Parts (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Not required for non-Web application.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	Not required for non-Web application.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	Not required for non-Web application.
<p>3.3.3 Error Suggestion (Level AA)</p> <ul style="list-style-type: none"> • <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Input error suggestions are not known and therefore cannot be provided.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Legal commitments or financial transactions are not processed.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: Access to Android™ Accessibility functions is assumed since these are a part of the standard Android™ OS that the Avaya Vantage™ device includes

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	Supports	<p>Amazon Alexa provides information to assistive technology (e.g. Talkback). User can navigate using auxiliary keyboard. Navigation in the Amazon web view of device settings takes time to load. There is a need for long press to set focus on the specific UI (unlike focus behavior on Android applications which require short touch).</p>
<p>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.</p>	Supports	<p>Amazon Alexa is usable with the device reverse video option and with the device "Zoom" option, which provides full-screen magnification up to 500%. The application is completely functional using the Android™ accessibility feature for full color inversion. Additional assistive technology available via Android™ accessibility (Talkback, Select to Speak, Text-to-speech output, magnification, color pallet changes) enable usability</p>
<p>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.</p>	Supports	<p>Amazon Alexa is usable in conjunction with the Negative Colors and ability to change the font size as part of the Android™ accessibility features (color pallet changes, color inversion). Information is not conveyed using color only.</p>
<p>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.</p>	Supports	<p>Amazon Alexa is a voice assistant application. Voice commands can be used for Avaya Vantage™ UC Experience call management such as making calls to next meeting in calendar or to certain number, accept or reject call, etc. User hearing is not required for communication as described in Avaya Vantage™ K155/K175 Device/R3.1.0.0 and Avaya Vantage™</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>built-in Unified Communication Experience/R3.1.0.0 VPATs.</p> <p>For voice commands which are not for Avaya Vantage™ UC Experience call management, then in general, Amazon Alexa returns information which is also available visually (for example, Amazon Alexa answers to weather queries or to general purpose questions is also provided in visual manner). However, not all information returned by Amazon Alexa is available visually. There are cases where Amazon Alexa asks for more information from the end user or prompt for an issue which is in auditory manner only without visual information (for example, if user ask for "Alexa, what's next on my calendar?" and calendar information is not available, then Amazon Alexa will say in auditory manner only "It looks like I no longer have access to your calendar account since the login has expired...").</p>
<p>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.</p>	<p>Supports with Exceptions</p>	<p>Avaya Vantage™ device wired handset supports amplified profile for audio call only (and not for Amazon Alexa media). There shall be use of external headset with amplification for hearing Amazon Alexa media. No aspect of Amazon Alexa will interfere with such external headset.</p>
<p>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.</p>	<p>Supports</p>	<p>The enablement of Amazon Alexa for Avaya Vantage as a method for input, control and operation does not cause non-speech methods, such as keyboard input, to be disabled.</p>
<p>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</p>	<p>Supports</p>	<p>Amazon Alexa is a voice assistant application which is based on voice commands. Settings of Amazon Alexa</p>

Criteria	Conformance Level	Remarks and Explanations
operations.		<p>requires touching the device screen or use of external keyboard.</p> <p>Amazon Alexa runs on the Avaya Vantage™ devices (Avaya Vantage™ K175 and Avaya Vantage™ K155), all of which support touch screen. Some areas of the application may require fine motor control, when the touch targets are smaller. This does not impact application operation. There are no simultaneous actions required to operate the application.</p> <p>In addition, the application can leverage the Android™ accessibility features to enable usability. There is support within Android™ OS for limited motor control requirements.</p>
<p>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.</p>	Supports	All controls are operable with limited reach and strength.
<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 with Exceptions	This is supported to the extent that the Android™ OS permits

Chapter 4: Hardware

Amazon Alexa for Avaya Vantage™ 3 devices is a software product. Please refer to the VPATs for Avaya Vantage™ K155 Device/R3.1.0.0 and Avaya Vantage™ K175 Device/R3.1.0.0 that will be used in conjunction with Amazon Alexa for Avaya Vantage™ 3 devices for information about Chapter 4 (Hardware) support.

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	Amazon Alexa is not 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	Amazon Alexa runs on the Avaya Vantage™ devices which support Android™ accessibility features and does not disrupt these features.
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.	Not Applicable	Amazon Alexa is not platform software.
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.	Not Applicable	Amazon Alexa is not platform software.
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	Amazon Alexa is not platform software.
502.3.4 Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Not Applicable	Amazon Alexa is not platform software.
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.	Not Applicable	Amazon Alexa is not platform software.
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	Amazon Alexa is not platform software.
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	Amazon Alexa is not platform software.
502.3.8 Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically	Not Applicable	Amazon Alexa is not platform software.

Criteria	Conformance Level	Remarks and Explanations
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.	Not Applicable	Amazon Alexa is not platform software.
502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Not Applicable	Amazon Alexa is not platform software.
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Not Applicable	Amazon Alexa is not platform software.
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.	Not Applicable	Amazon Alexa is not platform software.
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.	Not Applicable	Amazon Alexa is not platform software.
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.	Not Applicable	Amazon Alexa is not platform software.
<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> <p>A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;</p> <p>B. Section 9.3.4 Provide adjustment of delay before key acceptance;</p> <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>	Not Applicable	Amazon Alexa 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	
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	Amazon Alexa 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	Amazon Alexa does not have pre-recorded multimedia.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
<p>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.</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>	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, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	Amazon Alexa is not an authoring tool.
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	Not Applicable	Amazon Alexa is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).		
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	Amazon Alexa 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	Amazon Alexa 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.	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
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).	Does Not Support	Most Avaya electronic support documentation is available as PDFs. The basic text in these documents is accessible via the Adobe Acrobat “Read Out Loud” option, but the support for tables and images is often inadequate.
602.4 Alternate Formats for Non-Electronic Support Documentation. 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.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request
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.	Does Not Support	Avaya support services may be contacted via WebChat: https://support.avaya.com/contact/#clickto-chat .

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