

# Avaya Accessibility Conformance Report

VPAT® Version 2.2 – March 2021

## Name of Product/Version: Avaya Analytics 4.x Historical Reporting (Web)

**Product Description:** Avaya Analytics™ Release 4.x allows customers to access and visualize Avaya Oceana™ data to build reports based on Agent, Accounts and Routing Service. Avaya Analytics™ ships with a predefined set of reports to allow the customers to use, customize or develop their own reports to suit their needs. Avaya Analytics™ leverages the MicroStrategy Web Interface which gives the customer the flexibility manage, customize or develop their own reports. This Avaya Analytics™ Web interface is accessed solely by the owners of Avaya Analytics™ or by Avaya support personnel, and is never seen by customers of the enterprise

**Date:** March 2021

**Contact information:**

**Notes:**

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Avaya Analytics Historical reporting** as of **March 2021**, and is only valid for the version and date it was tested.

**Evaluation Methods Used:**

Assistive technology products used as part of testing included Freedom Scientific JAWS 2019, NVDA 2019.1, Freedom Scientific ZoomText 2019, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Chrome and Firefox on Windows 10

# 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 ) Level AA (Yes) Level AAA (No)
<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	(Yes)

## 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:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <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	Images do not have alternative text. Visualizations have download functionality for their data.
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>2017 Section 508</p> <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	No time-based media present.
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p> <p>2017 Section 508</p> <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	No time-based media present.
<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)</p> <p>2017 Section 508</p> <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	No time-based media present.
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>2017 Section 508</p> <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	Header cells in data tables are not programmatically determinable. Some columns are missing headers.  Heading tags are not used in the application.
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>2017 Section 508</p> <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	Correct reading sequences can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <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	Instructions and content do not rely solely on sensory characteristics of components.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Color is not used as the sole means of conveying information in some areas.</p> <p>In some areas, color is the only means used to indicate errors, the currently selected item, or the presence of a link.</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>2017 Section 508</p> <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	The application does not use audio.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Some functions of the application are keyboard operable. On some pages (i.e., Edit/Create a Dossier, Report, or Document), most controls are not keyboard operable. Some operations can only be performed via the “drag and drop” mouse gesture.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>2017 Section 508</p> <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	Keyboard traps were observed in the “Metric Editor” and “Attribute Editor - New Attribute” dialogs. In both instances, the user is unable to use the keyboard to move focus out of the text box that contains the formula.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>2017 Section 508</p> <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	The user is timed out with no advance warning.
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Partially Supports	A dossier can be set up to do an automatic refresh in Presentation Mode; the user can set the number of seconds. The user viewing the dossier in Presentation

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>		<p>Mode can use the “Stop Auto Refresh” menu item to stop the automatic updates.</p> <p>Some information messages and error messages disappear a few seconds after being displayed.</p>
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>2017 Section 508</p> <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	Flashing or blinking does not occur in the prohibited range.
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>2017 Section 508</p> <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>	Does Not Support	<p>The application does not have a keyboard method to skip repetitive navigation links.</p> <p>The documentation does not have a keyboard method to skip repetitive navigation links.</p>
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Most application pages contain descriptive titles.</p> <p>On some pages (e.g., result of a Document Export to HTML), the title is not descriptive.</p>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	Where there is keyboard operation, some components can be navigated in an order that preserves meaning and operability. There are tab stops on some non-interactive controls. When most dialogs open, focus remains on the calling control, outside the dialog.
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>2017 Section 508</p> <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	The purpose of each link can be determined from the link text together with context.
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Does Not Support	The default human language cannot be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>2017 Section 508</p> <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	Where there is keyboard operation, moving focus to components does not initiate a change of context.
<p><b>3.2.2 On Input</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	Changing the setting of some user interface components does not automatically cause a change of context.
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Error messages are displayed when some required fields are empty, and when there are errors in formulas.</p> <p>Error messages are not displayed when some required fields are empty.</p>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	For some input fields, labels are provided; for some input fields, labels are not provided. For input fields that have an asterisk to their right, its meaning is not made clear. For date fields, there are no instructions about the expected formatting.
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	The application shows parsing errors when running a markup validation service.
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The application provides name, role, state or value information to assistive technology for some components.</p> <p>Many components (i.e., dropdown menus, buttons, links, accordion controls, checkboxes, tabstrips, tooltips, and text boxes) do not provide name, role, state, or value information to assistive technology.</p>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>2017 Section 508</p> <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	No time-based media present.
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>2017 Section 508</p> <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	No time-based media present.
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Some areas of the application meet the required contrast ratios. Some areas do not meet the required 4.5:1 contrast ratio.
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>2017 Section 508</p> <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	Text can be resized without loss of content or functionality.
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>2017 Section 508</p> <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	Images of text are not used.
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	Supports	There are multiple ways to perform various functions throughout the application.



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>2017 Section 508</p> <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	Headings and labels describe topic or purpose.
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	Where keyboard operability exists, the visual focus is well defined on some components (e.g., text boxes), but does not appear on some components (e.g., links, buttons, checkboxes).
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>2017 Section 508</p> <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	The default human language cannot be programmatically determined.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>2017 Section 508</p> <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	Consistent navigation occurs throughout the application.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>2017 Section 508</p> <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	Consistent identification occurs throughout the application.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <ul style="list-style-type: none"> <li>2017 Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	Required fields notify the user in text if there is no input. When formulas are validated, some error messages do not specify which part of the formula is incorrect. Some error messages refer to invalid data, but do not explain what constitutes valid data.
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p>	Not Applicable	Application does not cause legal commitments or

Criteria	Conformance Level	Remarks and Explanations
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>		financial transactions to occur for the user.

## 2017 Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes: Product was not tested to WCAG 2.0 AAA level

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.	Partially Supports	The application is partially keyboard operable.  The application provides name, role, state and value information to assistive technology for some components.
<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.	Partially Supports	The application is partially keyboard operable.  The application provides name, role, state and value information to assistive technology for some components.  The application can be used by users with low visual acuity when combined with screen magnification assistive technology.  The application does not meet required contrast ratios in some areas.

Criteria	Conformance Level	Remarks and Explanations
<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.	Partially Supports	Color is not used as the sole means of conveying information in some areas. In some areas, color is the only means used to indicate errors, the currently selected item, or the presence of a link.
<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	Does not require user hearing.
<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.	Supports	Does not require user hearing.
<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.	Supports	Does not require user speech.
<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.	Partially Supports	The application is partially keyboard operable.
<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.	Partially Supports	The application is partially keyboard operable.
<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.	Supports	

## Chapter 4: Hardware

Notes: Product is not hardware and therefore this section is not applicable to the product

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2.1 Information Displayed On-Screen.</b> Speech output shall be provided for all information displayed on-screen.	Not Applicable	
<b>402.2.2 Transactional Outputs.</b> Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	Not Applicable	
<b>402.2.3 Speech Delivery Type and Coordination.</b> Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. Speech output shall be coordinated with information displayed on the screen.	Not Applicable	
<b>402.2.4 User Control.</b> Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused.	Not Applicable	
<b>402.2.5 Braille Instructions.</b> Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR Part 1191, Appendix D, Section 703.3.1.  EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5.	Not Applicable	
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
<b>402.3.1 Private Listening.</b> Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	
<b>402.3.2 Non-private Listening.</b> Where ICT provides non-private listening, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
to automatically reset the volume to the default level after every use.		
<b>402.4 Characters on Display Screens.</b> At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature, characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.	Not Applicable	
<b>402.5 Characters on Variable Message Signs.</b> Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1).	Not Applicable	
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
<b>403.1 General.</b> Where provided, biometrics shall not be the only means for user identification or control.  EXCEPTION: Where at least two biometric options that use different biological characteristics are provided, ICT shall be permitted to use biometrics as the only means for user identification or control.	Not Applicable	
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
<b>404.1 General.</b> ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	Not Applicable	
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
<b>405.1 General.</b> The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically.	Not Applicable	
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
<b>406.1 General.</b> Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.	Not Applicable	
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required
<b>407.2 Contrast.</b> Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
<b>407.3.1 Tactilely Discernible.</b> Input controls shall be operable by touch and tactilely discernible without activation.	Not Applicable	
<b>407.3.2 Alphabetic Keys.</b> Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the “F” and “J” keys shall be tactilely distinct from the other keys.	Not Applicable	
<b>407.3.3 Numeric Keys.</b> Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).	Not Applicable	
<b>407.4 Key Repeat.</b> Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.	Not Applicable	
<b>407.5 Timed Response.</b> Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.	Not Applicable	
<b>407.6 Operation.</b> At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.	Not Applicable	
<b>407.7 Tickets, Fare Cards, and Keycards.</b> Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.	Not Applicable	
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
<b>407.8.1 Vertical Reference Plane.</b> Operable parts shall be positioned for a side reach or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.	Not Applicable	
<b>407.8.1.1 Vertical Plane for Side Reach.</b> Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.	Not Applicable	
<b>407.8.1.2 Vertical Plane for Forward Reach.</b> Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><b>407.8.2 Side Reach.</b> Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.</p>	Not Applicable	
<p><b>407.8.2.1 Unobstructed Side Reach.</b> Where the operable part is located 10 inches (255 mm) or less beyond the vertical reference plane, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.</p>	Not Applicable	
<p><b>407.8.2.2 Obstructed Side Reach.</b> Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.</p>	Not Applicable	
<p><b>407.8.3 Forward Reach.</b> Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.</p>	Not Applicable	
<p><b>407.8.3.1 Unobstructed Forward Reach.</b> Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.</p>	Not Applicable	
<p><b>407.8.3.2 Obstructed Forward Reach.</b> Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).</p>	Not Applicable	
<p><b>407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach.</b> If the reach depth is less than 20 inches (510 mm), the operable part height shall be 48 inches (1220 mm) maximum. If the reach depth is 20 inches (510 mm) to 25 inches (635 mm), the operable part height shall be 44 inches (1120 mm) maximum.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><b>407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach.</b> Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.</p> <p>EXCEPTIONS:</p> <p>1. Toe space shall be permitted to provide a clear height of 9 inches (230 mm) minimum above the floor and a clear depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT.</p> <p>2. At a depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT, space between 9 inches (230 mm) and 27 inches (685 mm) minimum above the floor shall be permitted to reduce at a rate of 1 inch (25 mm) in depth for every 6 inches (150 mm) in height.</p>	Not Applicable	
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required
<p><b>408.2 Visibility.</b> Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.</p>	Not Applicable	
<p><b>408.3 Flashing.</b> Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period.</p> <p>EXCEPTION: Flashes that do not exceed the general flash and red flash thresholds defined in WCAG 2.0 (incorporated by reference, see 702.10.1) are not required to conform to 408.3.</p>	Not Applicable	
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required
<p><b>409.1 General.</b> Where provided, status indicators shall be discernible visually and by touch or sound.</p>		
<b>410 Color Coding</b>	Heading cell – no response required	Heading cell – no response required
<p><b>410.1 General.</b> Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Not Applicable	
<b>411 Audible Signals</b>	Heading cell – no response required	Heading cell – no response required
<p><b>411.1 General.</b> Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response</p>	Not Applicable	



Criteria	Conformance Level	Remarks and Explanations
<b>412 ICT with Two-Way Voice Communication</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2.1 Volume Gain for Wireline Telephones.</b> Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	Not Applicable	
<b>412.2.2 Volume Gain for Non-Wireline ICT.</b> A method for increasing volume shall be provided for non-wireline ICT.	Not Applicable	
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
<b>412.3.1 Wireless Handsets.</b> ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1)	Not Applicable	
<b>412.3.2 Wireline Handsets.</b> ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see 702.9.1).	Not Applicable	
<b>412.4 Digital Encoding of Speech.</b> ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1).	Not Applicable	
<b>412.5 Real-Time Text Functionality.</b> [Reserved].	Reserved for future	Reserved for future
<b>412.6 Caller ID.</b> Where provided, caller identification and similar telecommunications functions shall be visible and audible.	Not Applicable	
<b>412.7 Video Communication.</b> Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.	Not Applicable	
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
<b>412.8.1 TTY Connectability.</b> ICT shall include a standard non-acoustic connection point for TTYs.	Not Applicable	
<b>412.8.2 Voice and Hearing Carry Over.</b> ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	
<b>412.8.3 Signal Compatibility.</b> ICT shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols where the system interoperates with the Public Switched Telephone Network (PSTN).	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<b>412.8.4 Voice Mail and Other Messaging Systems.</b> Where provided, voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY.	Not Applicable	
<b>413 Closed Caption Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
<b>413.1.1 Decoding and Display of Closed Captions.</b> Players and displays shall decode closed caption data and support display of captions.	Not Applicable	
<b>413.1.2 Pass-Through of Closed Caption Data.</b> Cabling and ancillary equipment shall pass through caption data.	Not Applicable	
<b>414 Audio Description Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
<b>414.1.1 Digital Television Tuners.</b> Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.	Not Applicable	
<b>414.1.2 Other ICT.</b> ICT other than digital television tuners shall provide audio description processing.	Not Applicable	
<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required
<b>415.1.1 Caption Controls.</b> Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	Not Applicable	
<b>415.1.2 Audio Description Controls.</b> Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.		

## Chapter 5: Software

Notes: Product is a web application.

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	Not Applicable	Product is a web application

Criteria	Conformance Level	Remarks and Explanations
platform documentation as accessibility features.		
<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.	Not Applicable	Product is a web application
<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.	Not Applicable	Product is a web application
<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.	Not Applicable	Product is a web application
<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	Product is a web application
<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.	Not Applicable	Product is a web application
<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.	Not Applicable	Product is a web application
<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	Product is a web application
<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	Product is a web application
<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.	Not Applicable	Product is a web application
<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.	Not Applicable	Product is a web application
<b>502.3.10 List of Actions.</b> A list of all actions that can be executed on an object shall be programmatically determinable.	Not Applicable	Product is a web application
<b>502.3.11 Actions on Objects.</b> Applications shall allow assistive technology to programmatically execute available actions on objects.	Not Applicable	Product is a web application

Criteria	Conformance Level	Remarks and Explanations
<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.	Not Applicable	Product is a web application
<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.	Not Applicable	Product is a web application
<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.	Not Applicable	Product is a web application
<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	Product is a web application
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
<b>503.2 User Preferences.</b> Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Not Applicable	Product is a web application
<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.	Not Applicable	Product is a web application
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<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	Product is a web application
<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	Product is a web application
<p><b>504 Authoring Tools</b></p>	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>	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<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>	Does Not Support	Accessability information is not preserved across formats
<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>	Does Not Support	Product is a web application
<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>	Does Not Support	Product is a web application
<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</p>	Does Not Support	Product is a web application

Criteria	Conformance Level	Remarks and Explanations
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.		

## 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	Documentation is in electronic Format and can be converted to other formats.
<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
<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	Documentation is in electronic Format and can be converted to other formats
<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	Documentation is in electronic Format and can be converted to other formats
<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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