

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya Aura® Experience Portal 7.2.2

Product Description: Avaya Aura® Experience Portal is an omnichannel automated customer care platform that provides organizations with a single point of orchestration for all self-service and integrated voice response (IVR) applications across inbound and outbound phone, email, SMS and Mobile-Web applications.

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Notes: Experience Portal software does not include any built-in customer-facing applications, chiefly because owners of Experience Portal tend to have their own unique customer-facing requirements. With regard specifically to support for accessibility, the Experience Portal application-building toolkit allows administrators of the product to build customer-facing applications that can comply fully with the Section 508 standards.

The purpose of the typical Experience Portal application is to provide telephone users with a voice-based natural-language interface. Despite having been designed as a voice input/output product, Experience Portal is able to accept DTMF “touch tone” responses and is also able to provide Baudot-format prompts for TTY users. Experience Portal 7.2.2 also supports the development of visual Web-based (HTML 5) self-service applications for smart phones. An important benefit is that visual IVR applications can enhance accessibility for users with hearing impairments.

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated by the Product manager with the help of product development team mostly with the knowledge of the product.

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 Level AA - Yes |

| | |
|--|----------------|
| | Level AAA - 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 |

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 |
|---|--------------------------|--|
| 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 | Some non-text elements on the Experience Portal 7.2.2 web admin interface pages do not have text alternatives. |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level | Not Applicable | There is no pre-recorded audio-only or |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | video-only content in Experience Portal 7.2.2 web admin interface. |
| 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 | There is no pre-recorded audio or video content in Experience Portal 7.2.2 web admin interface. |
| 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 | There is no pre-recorded audio or video content in Experience Portal 7.2.2 web admin interface. |
| 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 | Experience Portal 7.2.2 web admin interface uses correct semantic structure in HTML, including labels and table headers. Validation of HTML structure is carried out when the application is built. |
| 1.3.2 Meaningful Sequence (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Experience Portal 7.2.2 web admin interface content is presented in a logical sequence. |
| 1.3.3 Sensory Characteristics (Level A) Also applies to: <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Experience Portal 7.2.2 web admin interface uses multiple visual cues to help the user interact with the user interface. |
| 1.4.1 Use of Color (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Experience Portal 7.2.2 web admin interface uses a text alternative wherever color is used. |
| 1.4.2 Audio Control (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not Applicable | Experience Portal 7.2.2 web admin interface doesn't have any audio which plays automatically. |
| 2.1.1 Keyboard (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) | Supports | Experience Portal 7.2.2 web admin interface enables the user perform actions and navigate using keyboard only. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------|--|
| <ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>2.1.2 No Keyboard Trap (Level A)</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 | Experience Portal 7.2.2 web admin interface doesn't have any keyboard traps. |
| <p>2.2.1 Timing Adjustable (Level A)</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 | Experience Portal 7.2.2 web admin interface included in the product doesn't have any time-based input. |
| <p>2.2.2 Pause, Stop, Hide (Level A)</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 | Experience Portal 7.2.2 web admin interface doesn't have any moving, blinking, scrolling, or auto-updating information. |
| <p>2.3.1 Three Flashes or Below Threshold (Level A)</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 | Experience Portal 7.2.2 web admin interface doesn't have any flashing or blinking information. |
| <p>2.4.1 Bypass Blocks (Level A)</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 | Supports with Exceptions | Experience Portal 7.2.2 web admin interface does not provide a method to skip repetitive navigation links. |
| <p>2.4.2 Page Titled (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | All pages on the Experience Portal 7.2.2 web admin interface are titled. |
| <p>2.4.3 Focus Order (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | All navigational elements and forms in the Experience Portal 7.2.2 web admin interface follow a logical order that makes sense to the user. |
| <p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | All links within the Experience Portal 7.2.2 web admin interface have a clear title or tool tips that makes it clear to the user the purpose and destination of that link. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 3.1.1 Language of Page (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Experience Portal 7.2.2 web admin interface uses the language selected in the browser for displaying the pages. |
| 3.2.1 On Focus (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Focus within the Experience Portal 7.2.2 web admin interface does not change unexpectedly. The user has to explicitly perform an action in order for focus to change. |
| 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 | In the Experience Portal 7.2.2 web admin interface changes to input fields only change context when it is made clear to the user their action will cause this change. |
| 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 | Whenever a user inputs incorrect data in the Experience Portal 7.2.2 web admin interface, a clear message by both color and text is displayed to inform where the error has occurred. |
| 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 | All forms within the Experience Portal 7.2.2 web admin interface adhere to W3C standards and use labels to provide cues to the user. |
| 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) | Supports | Experience Portal 7.2.2 web admin interface uses well formed HTML and strictly adheres to best practices to allow parsing of the pages. |
| 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 | Experience Portal 7.2.2 web admin interface uses well formed HTML and strictly adheres to best practices to allow parsing of the pages. |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| 1.2.4 Captions (Live) (Level AA) 2017 Section 508 | Not Applicable | There is no live audio or video content in the Experience Portal 7.2.2 web admin |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|---|
| <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | interface. |
| <p>1.2.5 Audio Description (Prerecorded) (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 | There is no pre-recorded audio content in the Experience Portal 7.2.2 web admin interface. |
| <p>1.4.3 Contrast (Minimum) (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) | Supports | Throughout the Experience Portal 7.2.2 web admin interface strong adherence to WCAG 2.0 Level AA color contrast rules have been adhered to. |
| <p>1.4.4 Resize text (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) | Supports | Experience Portal 7.2.2 web admin interface supports the increase of default font size in the browser to 200%, whereby the content is still visible to the user. |
| <p>1.4.5 Images of Text (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) | Supports | Textual information on the Experience Portal 7.2.2 web admin interface pages is provided by the browser through operating system functions. |
| <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</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 | Supports with Exceptions | Experience Portal 7.2.2 web admin interface provides only one way to locate the content on the pages. |
| <p>2.4.6 Headings and Labels (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) | Supports | All headings and labels in the Experience Portal 7.2.2 web admin interface are descriptive and have a clear indication to the user what they represent. |
| <p>2.4.7 Focus Visible (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) | Supports with Exceptions | The focus is not clearly visible on some of the elements the Experience Portal 7.2.2 web admin interface pages (The ability to provide a “well-defined on-screen indication of the current focus” is dependent on the browser.) |
| <p>3.1.2 Language of Parts (Level AA)</p> <p>2017 Section 508</p> | Supports | Experience Portal 7.2.2 web admin interface allows the user to choose the |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | preferred language through the web browser settings for the application. When the language is changed it is clear to assistive Technologies what language the application is using. |
| 3.2.3 Consistent Navigation (Level AA) 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 | Experience Portal 7.2.2 web admin interface maintains a consistent layout, whereby controls and content are presented to the user in a clearly identifiable theme. |
| 3.2.4 Consistent Identification (Level AA) 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 | Experience Portal 7.2.2 web admin interface displays icons with alt tags and/or are also shown with text labels. |
| 3.3.3 Error Suggestion (Level AA) <ul style="list-style-type: none"> • 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | When an error occurs within the Experience Portal 7.2.2 web admin interface either a suggestion is provided when it make sense or an error code is displayed to the user with a message to contact their system administrator. |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not Applicable | Experience Portal 7.2.2 web admin interface does not require the user to submit legal or financial data. |

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--------------------------|
|----------|-------------------|--------------------------|

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|--------------------------|--|
| 302.1 Without Vision | Supports with Exceptions | <p>Experience Portal 7.2.2 allows the owners and managers of the system to create telephone user interfaces that are operable without user vision.</p> <p>Experience Portal 7.2.2 web admin interface doesn't fully support users without vision, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.</p> |
| 302.2 With Limited Vision | Supports with Exceptions | <p>Experience Portal 7.2.2 allows the owners and managers of the system to create telephone user interfaces that are operable with limited vision.</p> <p>Experience Portal 7.2.2 web admin interface doesn't fully support users with limited vision, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.</p> |
| 302.3 Without Perception of Color | Supports | <p>Any visual elements in the Experience Portal 7.2.2 web admin interface pages that are represented by color, also have an alternative visual identifier for users without perception of color.</p> |
| 302.4 Without Hearing | Supports | <p>Experience Portal 7.2.2 can provide 45.45 baud and 50 baud Baudot-format prompts to TTY users. Regardless of whether the prompts are voice or TTY, users may respond by voice or via DTMF "touch tone" key presses. In addition, Experience Portal 7.2.2 supports the creation of visual HTML 5 applications for smart phones. This allows visual IVR applications to be developed that support users with hearing loss.</p> <p>Experience Portal 7.2.2 web admin interface doesn't include any audio cues.</p> |
| 302.5 With Limited Hearing | Supports | <p>Experience Portal 7.2.2 can provide 45.45 baud and 50 baud Baudot-format prompts to TTY users. Regardless of whether the prompts are voice or TTY, users may respond by voice or via DTMF "touch tone" key presses. In addition, Experience Portal 7.2.2 supports the</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| | | creation of visual HTML 5 applications for smart phones. This allows visual IVR applications to be developed that support users with limited hearing. Experience Portal 7.2.2 web admin interface doesn't include any audio cues. |
| 302.6 Without Speech | Supports | Experience Portal 7.2.2 allows the owners and managers of the system to create telephone user interfaces that are operable without user speech. (Typically, this is achieved by allowing DTMF "touch tone" key presses whenever user input is required.) Experience Portal 7.2.2 web admin interface doesn't require any audio input. |
| 302.7 With Limited Manipulation | Supports with Exceptions | Experience Portal 7.2.2 web admin interface doesn't fully support users with limited manipulation, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details. |
| 302.8 With Limited Reach and Strength | Supports | Experience Portal 7.2.2 web admin interface makes extensive use of best practices for multiple input mechanism. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | Experience Portal 7.2.2 web admin interface is designed to be intuitive and easily interpreted by a user with limited training. There are many visual cues in the user interface, strong iconography and simple terminology all help in making the product accessible to users with limited language, cognitive and learning abilities. |

Chapter 4: Hardware

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--------------------------|-------------------------------------|-------------------------------------|
| 402 Closed Functionality | Heading cell – no response required | Heading cell – no response required |
| 402.1 General | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 402.2 Speech-Output Enabled | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 402.2.2 Transactional Outputs | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 402.2.3 Speech Delivery Type and Coordination | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 402.2.4 User Control | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 402.2.5 Braille Instructions | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 402.3 Volume | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 402.3.2 Non-private Listening | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 402.4 Characters on Display Screens | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 402.5 Characters on Variable Message Signs | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 403 Biometrics | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 404 Preservation of Information Provided for Accessibility | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | Supports | The manner in which Experience Portal 7.2.2 conforms to this requirement is described in the response to 412.8.3. |
| 405 Privacy | Heading cell – no response required | Heading cell – no response required |
| 405.1 General | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 406 Standard Connections | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 407 Operable Parts | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Not Applicable | Experience Portal 7.2.2 is a software only product. |
| 407.3 Input Controls | Heading cell – no | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|-------------------------------|-------------------|---|
| | response required | |
| 407.3.1 Tactilely Discernible | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 407.3.2 Alphabetic Keys | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 407.3.3 Numeric Keys | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 407.4 Key Repeat | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 407.5 Timed Response | Supports | <p>Experience Portal 7.2.2 supports the creation of applications that do not require a response within a time interval.</p> <p>A reason why IVR applications often</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| | | <p>require a response within a time interval is that, if the application does not disconnect or take other action automatically after a period of user inactivity, it becomes possible for callers to freeze the ports on the system indefinitely.</p> <p>Experience Portal 7.2.2 permits time limits to be handled in a flexible, user-friendly manner. Within applications that impose a time limit on users' responses, the time-out interval may be specified within the application, along with the behaviour of the system when time is about to expire. System responses that may be specified in the applications include, but are not limited to, providing an alert when the time interval is about to run out and providing sufficient time for the user to indicate more time is required, repeating the menu, and transferring the call automatically to a person who can assist the caller.</p> <p>NOTE: In most cases, the applications that operate on Experience Portal platforms are implemented by the owners and managers of the systems, rather than by Avaya. For this reason, even though Avaya provides tools that allow fully conformant applications to be implemented, it will often be the purchaser's responsibility to ensure conformance with this requirement.</p> |
| 407.6 Operation | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 407.7 Tickets, Fare Cards, and Keycards | Not Applicable | This requirement applies to endpoint |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|---|
| | | <p>devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 407.8 Reach Height and Depth | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | Not Applicable | Experience Portal 7.2.2 is a software only product |
| 407.8.1.1 Vertical Plane for Side Reach | Not Applicable | Experience Portal 7.2.2 is a software only product |
| 407.8.1.2 Vertical Plane for Forward Reach | Not Applicable | Experience Portal 7.2.2 is a software only product |
| 407.8.2 Side Reach | Not Applicable | Experience Portal 7.2.2 is a software only product |
| 407.8.2.1 Unobstructed Side Reach | Not Applicable | Experience Portal 7.2.2 is a software only product |
| 407.8.2.2 Obstructed Side Reach | Not Applicable | Experience Portal 7.2.2 is a software only product |
| 407.8.3 Forward Reach | Not Applicable | Experience Portal 7.2.2 is a software only product |
| 407.8.3.1 Unobstructed Forward Reach | Not Applicable | Experience Portal 7.2.2 is a software only product |
| 407.8.3.2 Obstructed Forward Reach | Not Applicable | Experience Portal 7.2.2 is a software only product |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not Applicable | Experience Portal 7.2.2 is a software only product |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | Not Applicable | Experience Portal 7.2.2 is a software only product |
| 408 Display Screens | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|------------------------------|-------------------------------------|---|
| 408.3 Flashing | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 409 Status Indicators | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 410 Color Coding | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 411 Audible Signals | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|--|
| 412 ICT with Two-Way Voice Communication | Heading cell – no response required | Heading cell – no response required |
| 412.2 Volume Gain | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones | Supports | All user-adjustable audio characteristics on Experience Portal 7.2.2 systems, such as playback amplitude, playback rate, and call-answer prompting language, can be programmed in the application layer to reset automatically to their default values when the user hangs up. |
| 412.2.2 Volume Gain for Non-Wireline ICT | Supports with Exceptions | <p>Experience Portal 7.2.2 conforms to this requirement, within the limitations of the VoiceXML 2.0/2.1 standard and to the extent feasible with equipment that is not co-located with the user.</p> <p>The voice prompts provided by Experience Portal 7.2.2 can consist of pre-recorded speech or can be generated by text-to-speech software.</p> <p>The VoiceXML 2.0/2.1 standard utilized by Experience Portal does not support audio gain adjustments of pre-recorded speech. Conformance with this requirement can be achieved by creating and storing multiple versions of each speech recording, encoded at different amplitude levels. Alternatively, the amplitude of text-to-speech audio output can be modified in the Speech Synthesis Markup Language (SSML). The available user-adjustable amplitude range (i.e., the lowest user-selectable amplitude versus the highest user-selectable amplitude) is determined by the third-party speech technology that is used.</p> <p>NOTE: None of the commonly accepted standards for voice communication between telephones and associated back-office equipment (such as IVR systems) has 20 dB of amplitude headroom available. Under typical conditions, the maximum additional gain in the output of</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|--|
| | | back-office systems, without introducing unacceptable levels of distortion, is approximately 10 dB. For this reason, users who require low-distortion amplitude increases of more than 10 dB above the nominal level should rely on their endpoint devices (e.g., their telephones), rather than the Experience Portal, to provide this gain. All Avaya desktop telephones may be equipped with user-adjustable variable amplified handsets that satisfy this requirement. |
| 412.3 Interference Reduction and Magnetic Coupling | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets | Not Applicable | <p>This requirement applies to transducer-equipped endpoint devices, such as telephone handsets and headsets. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 412.3.2 Wireline Handsets | Not Applicable | <p>This requirement applies to transducer-equipped endpoint devices, such as telephone handsets and headsets. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 412.4 Digital Encoding of Speech | Does Not Support | Experience Portal 7.2.2 currently doesn't support G.722.2 codec. |
| 412.5 Real-Time Text Functionality | Reserved for future | Reserved for future |
| 412.6 Caller ID | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
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| 412.7 Video Communication | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 412.8 Legacy TTY Support | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | Supports | <p>For users of TTYs, Experience Portal 7.2.2 supports the development of VoiceXML applications that prompt users in TTY format. Users may respond by voice or via DTMF “touch tone” entries. (The ability to accept voice responses from TTY users is important because many people who use TTYs prefer to do so in a mixed-mode fashion, the most common being people who are hard of hearing but still able to speak clearly.)</p> |
| 412.8.2 Voice and Hearing Carry Over | Supports | <p>Experience Portal 7.2.2 supports visual HTML 5 applications for smart phones. This allows visual IVR applications to be developed that support users with hearing loss and make it unnecessary for a TTY device to be used.</p> |
| 412.8.3 Signal Compatibility | Supports | <p>The only TTY protocol that the US Access Board presently requires is TIA/EIA 825, commonly referred to as 45.45 baud Baudot signalling. In addition to this protocol, Experience Portal 7.2.2 supports the 50 baud Baudot protocol that is the standard in some non-US markets. Support for protocols such as 300 baud ASCII and 1200 baud ASCII are not feasible because these protocols require a constant carrier tone to be maintained between devices that are communicating with each other, thereby making it impossible to intermix voice and DTMF “touch tone” responses with the TTY transmissions.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
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| | | <p>Please note the following guidance:</p> <p>(1) Experience Portal 7.2.2 can be configured to use any of the voice encoding algorithms supported by the VoiceXML 2.0/2.1 standard. To ensure reliable recording and playback of Baudot TTY signals, a 64 kilobit/second pulse code modulation technique, such as ITU-T Recommendation G.711, must be used.</p> <p>(2) Experience Portal 7.2.2 supports SIP and H.323 telephony integration. If packet loss on the IP network between the Experience Portal and the end-user exceeds 0.12%, the TTY character error rate may exceed the FCC’s suggested limit of one percent. It is the purchaser’s responsibility to ensure that the Experience Portal is used in conjunction with a robust IP network.</p> |
| 412.8.4 Voice Mail and Other Messaging Systems | Supports | <p>In addition to its ability to provide voice prompts, Experience Portal 7.2.2 is able to provide 45.45 baud and 50 baud Baudot-format prompts to TTY users. Regardless of whether the prompts are voice or TTY, users may respond by voice or via DTMF “touch tone” key presses. (Experience Portal’s ability to accept spoken responses, even when prompting in TTY format, can be very helpful to Voice Carry Over or “VCO” users who are unable to hear adequately on a telephone but are nevertheless able to speak clearly.)</p> <p>NOTE: In most cases, the applications that operate on Experience Portal platforms are implemented by the owners and managers of the systems, rather than by Avaya. For this reason, even though Avaya provides tools that allow fully conformant applications to be implemented, it will often be the purchaser’s responsibility to ensure conformance with this requirement.</p> |
| 413 Closed Caption Processing Technologies | Heading cell – no | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
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| | response required | |
| 413.1.1 Decoding and Display of Closed Captions | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 413.1.2 Pass-Through of Closed Caption Data | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 414 Audio Description Processing Technologies | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 414.1.2 Other ICT | Not Applicable | <p>This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2.</p> <p>There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device.</p> |
| 415 User Controls for Captions and Audio Descriptions | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
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| 415.1.1 Caption Controls | Not Applicable | This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2. There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device. |
| 415.1.2 Audio Description Controls | Not Applicable | This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.2. There is no aspect of Experience Portal 7.2.2 that would interfere with the operation of a conforming endpoint device. |

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 | Supports | Will provide upon request. |
| 602.3 Electronic Support Documentation | See WCAG 2.0 section | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | Documentation for the product is available within the product and also as a PDF files on the Avaya Support site. |
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Supports | Contact Avaya Support for accessibility-related issues. |
| 603.3 Accommodation of Communication Needs | Supports | Communication for product sales and support is provided in multiple media channels through the Avaya website. |

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