

# Avaya Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version:** Avaya Experience Portal 8.1.2

**Report Date:** 18 September 2023

**Product Description:** Avaya 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. Access by phone is typically taking place by telephone users on the PSTN or a mobile network.

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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 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 8.1.2 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 development team, mostly with 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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(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.
- **Partially Supports:** 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
- 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><u>1.1.1 Non-text Content</u></b> (Level A)            Also applies to:            Revised 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 non-text elements on the Experience Portal 8.1.2 web admin interface pages do not have text alternatives.
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)            Also applies to:            Revised 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	There is no pre-recorded audio-only or video-only content in Experience Portal 8.1.2 web admin interface.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)            Also applies to:            Revised 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	There is no pre-recorded audio-only or video-only content in Experience Portal 8.1.2 web admin interface.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)            Also applies to:            Revised 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	There is no pre-recorded audio or video content in Experience Portal 8.1.2 web admin interface
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)            Also applies to:</p>	Supports	Experience Portal 8.1.2 web admin interface uses correct semantic structure in HTML, including labels

Criteria	Conformance Level	Remarks and Explanations
Revised 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>		and table headers. Validation of HTML structure is carried out when the application is built.
<u><a href="#">1.3.2 Meaningful Sequence</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Experience Portal 8.1.2 web admin interface content is presented in a logical sequence.
<u><a href="#">1.3.3 Sensory Characteristics</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Experience Portal 8.1.2 web admin interface uses multiple visual cues to help the user interact with the user interface.
<u><a href="#">1.4.1 Use of Color</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Experience Portal 8.1.2 web admin interface uses a text alternative wherever color is used.
<u><a href="#">1.4.2 Audio Control</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Experience Portal 8.1.2 web admin interface doesn't have any audio which plays automatically.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to: Revised 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	Experience Portal 8.1.2 web admin interface enables the user perform actions and navigate using keyboard only.
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to: Revised 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	Experience Portal 8.1.2 web admin interface doesn't have any keyboard traps.
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to: Revised 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	Experience Portal 8.1.2 web admin interface included in the product doesn't have any time-based input.
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to: Revised 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	Experience Portal 8.1.2 web admin interface doesn't have any moving, blinking, scrolling, or auto-updating information.
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to: Revised 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	Experience Portal 8.1.2 web admin interface doesn't have any flashing or blinking information.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: Revised 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>	Partially Supports	Experience Portal 8.1.2 web admin interface does not provide a method to skip repetitive navigation links.
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to: Revised 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	All pages on the Experience Portal 8.1.2 web admin interface are titled.
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to: Revised 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	All navigational elements and forms in the Experience Portal 8.1.2 web admin interface follow a logical order that makes sense to the user.
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to: Revised 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	All links within the Experience Portal 8.1.2 web admin interface have a clear title or tool tips that make it clear to the user the purpose and destination of that link.
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	Experience Portal 8.1.2 web admin interface uses the language selected in the browser for displaying the pages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to: Revised 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	Focus within the Experience Portal 8.1.2 web admin interface does not change unexpectedly. The user has to explicitly perform an action in order to focus to change.
<p><b><u>3.2.2 On Input</u></b> (Level A)</p> <p>Also applies to: Revised 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	In the Experience Portal 8.1.2 web admin interface changes to input fields only change context when it is made clear to the user their action will cause this change.
<p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to: Revised 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	Whenever a user inputs incorrect data in the Experience Portal 8.1.2 web admin interface, a clear message by both color and text is displayed to inform where the error has occurred.
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to: Revised 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	All forms within the Experience Portal 8.1.2 web admin interface adhere to W3C standards and use labels to provide cues to the user.
<p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Supports	Experience Portal 8.1.2 web admin interface uses well-formed HTML and strictly adheres to best practices to allow parsing of the pages.



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><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to: Revised 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	Experience Portal 8.1.2 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
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to: Revised 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	There is no live audio or video content in the Experience Portal 8.1.2 web admin interface.
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to: Revised 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	There is no pre-recorded audio content in the Experience Portal 8.1.2 web admin interface.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to: Revised 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	Throughout the Experience Portal 8.1.2 web admin interface strong adherence to WCAG 2.0 Level AA color contrast rules have been adhered to.
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to: Revised 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	Experience Portal 8.1.2 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><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to: Revised 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	Textual information on the Experience Portal 8.1.2 web admin interface pages is provided by the browser through operating system functions.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to: Revised 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>	Partially Supports	Experience Portal 8.1.2 web admin interface provides only one way to locate the content on the pages.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	All headings and labels in the Experience Portal 8.1.2 web admin interface are descriptive and have a clear indication to the user what they represent.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)  Also applies to:  Revised 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 focus is not clearly visible on some of the elements of the Experience Portal 8.1.2 web admin interface pages.
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)  Also applies to:  Revised 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	Experience Portal 8.1.2 web admin interface allows the user to choose the 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.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)  Also applies to:  Revised 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	Experience Portal 8.1.2 web admin interface maintains a consistent layout, whereby controls and content are presented to the user in a clearly identifiable theme.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)  Also applies to:  Revised 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	Experience Portal 8.1.2 web admin interface displays icons with alt tags and/or are also shown with text labels.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)  Also applies to:</p>	Supports	When an error occurs within the Experience Portal 8.1.2 web admin interface wither a suggestion is

Criteria	Conformance Level	Remarks and Explanations
Revised 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>		provided when it makes sense, or an error code is displayed to the user with a message to contact their system administrator.
<u><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a></u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Experience Portal 8.1.2 web admin interface does not require the user to submit legal or financial data.

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Notes:

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supported	<p>Experience Portal 8.1.2 allows the owners and managers of the system to create telephone user interfaces that are operable without user vision.</p> <p>Experience Portal 8.1.2 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	Partially Supported	<p>Experience Portal 8.1.2 allows the owners and managers of the system to create telephone user interfaces that are operable with limited vision.</p> <p>Experience Portal 8.1.2 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 8.1.2 web admin interface pages that are represented by color, also have</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>an alternative visual identifier for users without perception of color.</p>
302.4 Without Hearing	Supports	<p>Experience Portal 8.1.2 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 8.1.2 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 8.1.2 web admin interface doesn’t include any audio cues.</p>
302.5 With Limited Hearing	Supports	<p>Experience Portal 8.1.2 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 8.1.2 supports the creation of visual HTML 5 applications for smart phones. This allows visual IVR applications to be developed that support users with limited hearing.</p> <p>Experience Portal 8.1.2 web admin interface doesn’t include any audio cues.</p>

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	<p>Experience Portal 8.1.2 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.)</p> <p>Experience Portal 8.1.2 web admin interface doesn’t require any audio input.</p>
302.7 With Limited Manipulation	Partially Supports	Experience Portal 8.1.2 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 8.1.2 web admin interface makes extensive use of best practices for multiple input mechanisms.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Experience Portal 8.1.2 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: Experience Portal is a software application located in the customer's network rather than being an end device. The Chapter 4 (Hardware) criteria are not directly applicable. The responses to the telecommunication criteria describe the extent to which Experience Portal supports the ability to implement applications that support those criteria.

Criteria	Conformance Level	Remarks and Explanations
<b>402 Closed Functionality</b>	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	This criterion does not apply to the types of applications that are implemented on the Experience Portal 8.1.2 platform.
<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	Experience Portal 8.1.2 supports the implementation of applications that conform to this criterion.
<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	This criterion 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 8.1.2.  There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.
<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	Experience Portal 8.1.2 supports the implementation of applications that conform to this criterion.
<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.	Not Applicable	This criterion applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It



Criteria	Conformance Level	Remarks and Explanations
EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5.		<p>does not apply to Experience Portal 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
<p><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.</p>	Not Applicable	<p>This criterion 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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<p><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 to automatically reset the volume to the default level after every use.</p>	Not Applicable	<p>This criterion 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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<p><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.</p>	Not Applicable	<p>This criterion 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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the</p>

Criteria	Conformance Level	Remarks and Explanations
		operation of a conforming endpoint device.
<p><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).</p>	Not Applicable	<p>This criterion 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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
<p><b>403.1 General.</b> Where provided, biometrics shall not be the only means for user identification or control.</p> <p>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.</p>	Not Applicable	<p>This criterion 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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
<p><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.</p>	Partially Supports	The manner in which Experience Portal 8.1.2 conforms to this requirement is described in the responses to 412.4 and 412.8.3.
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
<p><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.</p>	Not Applicable	This criterion 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 8.1.2.

Criteria	Conformance Level	Remarks and Explanations
		There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.
<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	This criterion 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 8.1.2.  There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.
<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	This criterion 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 8.1.2.  There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.
<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	This criterion 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 8.1.2.

Criteria	Conformance Level	Remarks and Explanations
		There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.
<p><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.</p>	Not Applicable	<p>This criterion 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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<p><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).</p>	Not Applicable	<p>This criterion 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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<p><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.</p>	Not Applicable	<p>This criterion 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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<p><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.</p>	Supports	Experience Portal 8.1.2 supports the creation of applications that do not require a response within a time interval.

Criteria	Conformance Level	Remarks and Explanations
		<p>A reason why IVR applications often 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 8.1.2 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 behavior 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>
<p><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</p>	<p>Not Applicable</p>	<p>This criterion applies to endpoint devices that are co-located with the user, such as</p>

Criteria	Conformance Level	Remarks and Explanations
<p>twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.</p>		<p>telephones, soft phones, and TTYs. It does not apply to Experience Portal 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<p><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.</p>	<p>Not Applicable</p>	<p>This criterion 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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<p><b>407.8 Reach Height and Depth</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><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.</p>	<p>Not Applicable</p>	<p>This criterion 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 8.1.2.</p>
<p><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.</p>	<p>Not Applicable</p>	<p>This criterion 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 8.1.2.</p>
<p><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.</p>	<p>Not Applicable</p>	<p>This criterion 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 8.1.2.</p>

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	This criterion 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 8.1.2.
<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	This criterion 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 8.1.2.
<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	This criterion 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 8.1.2.
<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	This criterion 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 8.1.2.
<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	This criterion 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 8.1.2.
<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	This criterion 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 8.1.2.

Criteria	Conformance Level	Remarks and Explanations
<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	This criterion 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 8.1.2.
<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> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol>	Not Applicable	This criterion 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 8.1.2.
<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	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 8.1.2.
<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	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 8.1.2.
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required



Criteria	Conformance Level	Remarks and Explanations
<p><b>409.1 General.</b> Where provided, status indicators shall be discernible visually and by touch or sound.</p>	<p>Not Applicable</p>	<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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<p><b>410 Color Coding</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<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>	<p>Not Applicable</p>	<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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<p><b>411 Audible Signals</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<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>	<p>Not Applicable</p>	<p>Experience Portal 8.1.2 supports the implementation of applications that conform to this criterion.</p> <p>(For users who are unable to hear audible signals or cues, Experience Portal 8.1.2 supports provision of information via TTY signals.)</p>
<p><b>412 ICT with Two-Way Voice Communication</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><b>412.2 Volume Gain</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<p><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.</p>	<p>Supports</p>	<p>All user-adjustable audio characteristics on Experience Portal 8.1.2 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.</p>
<p><b>412.2.2 Volume Gain for Non-Wireline ICT.</b> A method for increasing volume shall be provided for non-wireline ICT.</p>	<p>Supports</p>	<p>Experience Portal 8.1.2 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 8.1.2 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</p>

Criteria	Conformance Level	Remarks and Explanations
		systems) has 20 dB of amplitude headroom available. Under typical conditions, the maximum additional gain in the output of 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.
<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	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 8.1.2.  There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.
<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	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 8.1.2.  There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.

Criteria	Conformance Level	Remarks and Explanations
<p><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).</p>	<p>Not applicable in most cases</p>	<p>The intended purpose of Experience Portal is to support the development of voice applications that will be accessed via the Public Switched Telephone Network. This criterion is not applicable to Experience Portal 8.1.2 because the PSTN does not support digital encoding in the manner specified by ITU-T Recommendation G.722.2 or IETF RFC 6716.</p> <p>Supported codecs are G.711 and G.729.</p>
<p><b>412.5 Real-Time Text Functionality.</b> [Reserved].</p>	<p>Reserved for future</p>	<p>Reserved for future</p>
<p><b>412.6 Caller ID.</b> Where provided, caller identification and similar telecommunications functions shall be visible and audible.</p>	<p>Not Applicable</p>	<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 8.1.2.</p> <p>There is no aspect of Experience Portal 8.1.2 that would interfere with the operation of a conforming endpoint device.</p>
<p><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.</p>	<p>Not Applicable</p>	<p>This criterion does not apply to the types of applications that are implemented on the Experience Portal 8.1.2 platform.</p>
<p><b>412.8 Legacy TTY Support</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><b>412.8.1 TTY Connectability.</b> ICT shall include a standard non-acoustic connection point for TTYs.</p>	<p>Supports</p>	<p>For users of TTYs, Experience Portal 8.1.2 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</p>

Criteria	Conformance Level	Remarks and Explanations
		so in a mixed mode fashion, the most common being people who are hard of hearing but still able to speak clearly.)
<p><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.</p>	Supports	Experience Portal 8.1.2 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><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).</p>	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 signaling. In addition to this protocol, Experience Portal 8.1.2 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> <p>Please note the following guidance:</p> <p>(1) Experience Portal 8.1.2 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>

Criteria	Conformance Level	Remarks and Explanations
		<p>(2) Experience Portal 8.1.2 supports SIP and H.323 telephony integration. If packet loss on the IP network between the Experience Portal and the enduser 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>
<p><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.</p>	<p>Supports</p>	<p>In addition to its ability to provide voice prompts, Experience Portal 8.1.2 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 conformant applications to be implemented, it will often be the purchaser’s responsibility to ensure conformance with this requirement.</p>
<p><b>413 Closed Caption Processing Technologies</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<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	This criterion does not apply to the types of applications that are implemented on the Experience Portal 8.1.2 platform.
<b>413.1.2 Pass-Through of Closed Caption Data.</b> Cabling and ancillary equipment shall pass through caption data.	Not Applicable	This criterion does not apply to the types of applications that are implemented on the Experience Portal 8.1.2 platform.
<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	This criterion does not apply to the types of applications that are implemented on the Experience Portal 8.1.2 platform.
<b>414.1.2 Other ICT.</b> ICT other than digital television tuners shall provide audio description processing.	Not Applicable	This criterion does not apply to the types of applications that are implemented on the Experience Portal 8.1.2 platform.
<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	This criterion does not apply to the types of applications that are implemented on the Experience Portal 8.1.2 platform.
<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.	Not Applicable	This criterion does not apply to the types of applications that are implemented on the Experience Portal 8.1.2 platform.

## 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><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	Will provide upon request.
602.3 Electronic Support Documentation	Supports	Will provide upon request
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation for the product is available within the product and also as a PDF file on the Avaya Support site.
<b><u>603 Support Services</u></b>	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 on multiple media channels through the Avaya website.

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