



**Avaya Workforce Engagement  
Accessibility Conformance Report  
WCAG 2.1 and Revised Section 508  
Edition**

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## Document Scope

**Name of Product/Version:** Workforce Management Version 2022R1 Release update 1012

**Report Date:** June 2023

**Audit Conducted by:** Level Access <https://www.levelaccess.com/>

**Product Description:** The right employees doing the right work at the right time. Find, retain and empower your employees with modern tools for the way we work today.

**Contact Information:** Verintaccessibility@verint.com

**Notes:** None

**Evaluation Methods Used:** Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA and Section 508 standards. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- JAWS/Chrome
- ZoomText

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## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

| Standard/Guideline  | Table Column Header                               |
|---|---|
| <a href="#">Web Content Accessibility Guidelines 2.1</a>  | Level A – Yes<br>Level AA – Yes<br>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.x Report

Tables 1 and 2 also document conformance with Revised Section 508:

- 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.x 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   |
|---|-------------------------|--|
| <a href="#">1.1.1 Non-text Content</a> (Level A)<br>Also applies to:<br>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>                           | Web: Partially Supports | Web: Some non-text content presented to the user in the product has a text alternative that serves the equivalent purpose. Exceptions include: <ul style="list-style-type: none"> <li>• Several pages present image and/or icon buttons that do not have accessible names.</li> <li>• The Color column in the Activities table contains colored bars that convey information but do not have textual equivalents.</li> <li>• The blue dots that indicate applied filters on the Forecasting page do not have accessible labels.</li> </ul> |
| <a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a><br>(Level A)<br>Also applies to:<br>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> | Web: Supports           | Web: The product does not contain prerecorded audio-only or video-only media.  |

| Criteria   | Conformance Level       | Remarks and Explanations   |
|--|-------------------------|--|
| <p><a href="#">1.2.2 Captions (Prerecorded)</a><br/>(Level A) Also applies to:<br/>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>                               | Web: Supports           | Web: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.  |
| <p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)<br/>Also applies to:<br/>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> | Web: Supports           | Web: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.   |
| <p><a href="#">1.3.1 Info and Relationships</a><br/>(Level A)<br/>Also applies to:<br/>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>                           | Web: Does Not Support   | <p>Web: The product does not consistently ensure that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Examples include:</p> <ul style="list-style-type: none"> <li>• Several pages contain tables with table elements that have other table elements nested within them.</li> <li>• Calendar display and date and time selection widgets use tables with headers that are not associated with their corresponding cells.</li> <li>• Several pages contain tables used for layout that are not marked as presentational.</li> <li>• Multiple pages contain dynamically updated content that is not announced to screen readers.</li> <li>• Many pages contain controls with visual labels that are not programmatically associated with the control.</li> <li>• Several pages have content that functions as a heading but does not use heading markup.</li> </ul> |
| <p><a href="#">1.3.2 Meaningful Sequence</a><br/>(Level A) Also applies to:<br/>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>                                  | Web: Supports           | Web: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.  |
| <p><a href="#">1.3.3 Sensory Characteristics</a><br/>(Level A) Also applies to:<br/>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>                              | Web: Supports           | Web: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.  |
| <p><a href="#">1.4.1 Use of Color</a> (Level A)<br/>Also applies to:<br/>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>   | Web: Partially Supports | <p>Web: In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include:</p> <ul style="list-style-type: none"> <li>• Multiple pages contain tables that use color alone to indicate row selection.</li> <li>• The tabs and sub-tabs in the Header use color to indicate the currently active tabs.</li> </ul>  |

| Criteria   | Conformance Level       | Remarks and Explanations  |
|--|-------------------------|---|
| <p><a href="#">1.4.2 Audio Control</a> (Level A)<br/>Also applies to:<br/>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>                    | Web: Supports           | Web: The product does not contain media with audio that plays automatically.  |
| <p><a href="#">2.1.1 Keyboard</a> (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>                                 | Web: Does Not Support   | <p>Web: Significant portions of interactive content and functionality within the product are not accessible or operable using a keyboard.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Calendar controls, including calendar navigation and date and time selection controls, cannot be navigated to or operated using a keyboard.</li> <li>• Several pages contain tables with sortable headers that cannot be navigated to or operated using a keyboard.</li> <li>• Several pages contain buttons or other interactive elements that are only actionable via a mouse.</li> </ul> |
| <p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)<br/>Also applies to:<br/>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>                 | Web: Partially Supports | <p>Web: In most instances, where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> <li>• The table on the Group Schedule page traps keyboard focus.</li> </ul>   |
| <p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)<br/>Revised Section 508 – Does not apply</p>   | Web: Supports           | Web: The product does not use character key shortcuts.  |
| <p><a href="#">2.2.1 Timing Adjustable</a> (Level A)<br/>Also applies to:<br/>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>                | Web: Does Not Support   | <p>Web: The product does not allow users to turn off, adjust, or extend time limits imposed for content before expiration. Examples include:</p> <ul style="list-style-type: none"> <li>• The website session times out and logs users out without warning even if they are actively using the features.</li> </ul>   |
| <p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)<br/>Also applies to:<br/>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>                | Web: Supports           | Web: The product does not contain content that moves, blinks, scrolls, or auto-updates.   |
| <p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)<br/>Also applies to:<br/>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> | Web: Supports           | Web: The product does not contain flashing content.   |

| Criteria  | Conformance Level       | Remarks and Explanations  |
|---|-------------------------|---|
| <p><a href="#">2.4.1 Bypass Blocks</a> (Level A)<br/>Also applies to:<br/>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> | Web: Supports           | Web: The product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages.   |
| <p><a href="#">2.4.2 Page Titled</a> (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>   | Web: Partially Supports | Web: Most pages of the product provide titles that adequately describe their topic or purpose. Exceptions include: <ul style="list-style-type: none"> <li>• The Group Schedule page is missing a descriptive page title.</li> </ul>   |
| <p><a href="#">2.4.3 Focus Order</a> (Level A)<br/>Also applies to:<br/>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>   | Web: Partially Supports | Web: In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: <ul style="list-style-type: none"> <li>• Activating side menu controls on the Forecasting page updates page content but focus does not move to the new content.</li> <li>• Toolbar controls on the Forecasting page launch modal dialogs that do not return focus to the triggering element when closed.</li> </ul> |
| <p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)<br/>Also applies to:<br/>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>   | Web: Partially Supports | Web: In most instances, the product contains links whose purpose can be determined from the link text alone or in combination with programmatic context. Exceptions include: <ul style="list-style-type: none"> <li>• The Upload Picture link on the User Profile page launches a dialog but does not inform screen readers of this action.</li> </ul>  |
| <p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only) Revised Section 508 – Does not apply</p>   | Web: Supports           | Web: The product does not require multipoint or path-based gestures for operation.  |
| <p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only) Revised Section 508 – Does not apply</p>   | Web: Supports           | Web: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer, or allows the user to abort and/or undo the action.   |
| <p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)<br/>Revised Section 508 – Does not apply</p>  | Web: Partially Supports | Web: The product generally ensures that when interface components have labels that include text, the accessible name contains the text presented visually. Exceptions include: <ul style="list-style-type: none"> <li>• The visual text provided for breadcrumb links in the header is not included in the accessible label.</li> </ul>   |
| <p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only) Revised Section 508 – Does not apply</p>   | Web: Supports           | Web: The product does not contain functionality that requires device motion or user motion.   |
| <p><a href="#">3.1.1 Language of Page</a> (Level A)<br/>Also applies to:<br/>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>  | Web: Supports           | Web: The product ensures that the default human language used on each page can be programmatically determined.  |



| Criteria   | Conformance Level       | Remarks and Explanations  |
|--|-------------------------|---|
| <p><a href="#">3.2.1 On Focus</a> (Level A)<br/>Also applies to:<br/>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>               | Web: Supports           | Web: The product does not contain components that initiate a change of context when receiving focus.  |
| <p><a href="#">3.2.2 On Input</a> (Level A)<br/>Also applies to:<br/>Revised Section 508<br/>501 (Web)(Software)<br/>504.2 (Authoring Tool)<br/>602.3 (Support Docs)</p>   | Web: Partially Supports | <p>Web: In most instances, the product does not initiate a change in context when the setting of a user interface component is changed unless followed by an explicit user action such as activation of a button or link. Exceptions include:</p> <ul style="list-style-type: none"> <li>• The Schedule Summary page contains a year-range selection control for the Time Off Summary that refreshes the page immediately upon change of selection using the down-arrow.</li> </ul>   |
| <p><a href="#">3.3.1 Error Identification</a> (Level A)<br/>Also applies to:<br/>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>   | Web: Supports           | Web: Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.   |
| <p><a href="#">3.3.2 Labels or Instructions</a> (Level A)<br/>Also applies to:<br/>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> | Web: Supports           | Web: Where user input is required, the product presents adequate labels or instructions for successfully providing that input.  |
| <p><a href="#">4.1.1 Parsing</a> (Level A)<br/>Also applies to:<br/>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>                | Web: Partially Supports | <p>Web: In some instances, the product ensures that elements have complete start and end tags, do not contain duplicate attributes, that IDs are unique, and that elements are nested according to their specifications. Exceptions include:</p> <ul style="list-style-type: none"> <li>• Several pages contain IDs that are used on multiple elements.</li> </ul>  |
| <p><a href="#">4.1.2 Name, Role, Value</a> (Level A)<br/>Also applies to:<br/>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>      | Web: Partially Supports | <p>Web: In some instances, the product contains user interface components whose name, role, state, and value can be programmatically determined, and whose state, properties, and value can be programmatically set. Exceptions include:</p> <ul style="list-style-type: none"> <li>• Multiple pages contain</li> <li>• &lt;iframe&gt; elements without accessible names.</li> <li>• The tables on some pages contain interactive controls, such as sortable table headers, actionable table cells, and selectable rows, that do not convey their state or that they are interactive.</li> <li>• Several pages contain buttons that do not provide name and/or role information.</li> <li>• Many pages contain elements, including button tooltips and table headers and rows, with invalid ARIA attributes.</li> </ul> |

## Table 2: Success Criteria, Level AA

Notes:

| Criteria   | Conformance Level       | Remarks and Explanations  |
|--|-------------------------|---|
| <p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>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>                 | Web: Supports           | Web: The product does not contain any live synchronized media that requires real-time captioning.   |
| <p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>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> | Web: Supports           | Web: The product does not contain any prerecorded video media that requires audio descriptions.   |
| <p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)</p> <p>Revised Section 508 – Does not apply</p>   | Web: Supports           | Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.   |
| <p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only) Revised Section 508 – Does not apply</p>   | Web: Supports           | Web: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.   |
| <p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA) Also applies to:</p> <p>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>                     | Web: Partially Supports | <p>Web: In some instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include:</p> <ul style="list-style-type: none"> <li>• Many pages contain content that is presented as blue text on a white background or white text on a blue background, giving a contrast ratio of 3.2:1.</li> <li>• The “Verint” logo image located on some pages is presented as blue text against a light blue background, giving a contrast ratio of 2.4:1.</li> <li>• The Time Record page contains selection lists that present focused options as white text on a light blue background, giving a contrast ratio of 1.4:1.</li> </ul> |
| <p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>  | Web: Partially Supports | <p>Web: In most instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include:</p> <p>The Time Off Calculator and the Group Schedule pages contain content that disappears when viewing the page at 200% zoom.</p>   |
| <p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>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>                  | Web: Supports           | Web: Except for logos, the product uses text instead of images of text for visual presentation.   |

Table 2: Success Criteria, Level AA

| Criteria   | Conformance Level              | Remarks and Explanations   |
|--|--------------------------------|--|
| <p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)<br/>Revised Section 508 – Does not apply</p>  | <p>Web: Partially Supports</p> | <p>Web: In some instances, pages of the product allow for resizing to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions. Exceptions include:</p> <ul style="list-style-type: none"> <li>Multiple pages contain content that is cut off or disappears at a viewport width of 320 pixels.</li> <li>Multiple pages contain content that requires horizontal scrolling at a viewport width of 320 pixels.</li> </ul>  |
| <p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only) Revised Section 508 – Does not apply</p>   | <p>Web: Partially Supports</p> | <p>Web: The visual presentation of some non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include:</p> <ul style="list-style-type: none"> <li>Several pages contain table cells, input fields, and list control buttons with borders that are presented as gray against a white background, giving contrast ratios ranging from 1.3:1 to 1.5:1.</li> <li>Multiple pages contain image buttons presented as blue icons against a gray background, giving a contrast ratio of 2.8:1.</li> <li>Some of the colored bars in the Color column on the Activities page do not provide sufficient contrast against the white background.</li> </ul> |
| <p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only) Revised Section 508 – Does not apply</p>  | <p>Web: Partially Supports</p> | <p>Web: In most instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include:</p> <ul style="list-style-type: none"> <li>The “year” selector list on the Time Off Calendar page disappears when custom text spacing is applied.</li> </ul>   |
| <p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only) Revised Section 508 – Does not apply</p>   | <p>Web: Supports</p>           | <p>Web: Content in the product that becomes visible on pointer hover or keyboard focus is dismissible, hoverable, and persistent.</p>  |
| <p><a href="#">2.4.5 Multiple Ways</a> (Level AA)<br/>Also applies to:<br/>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> | <p>Web: Supports</p>           | <p>Web: The product provides multiple ways to navigate through pages in the product</p>  |
| <p><a href="#">2.4.6 Headings and Labels</a> (Level AA)<br/>Also applies to:<br/>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>   | <p>Web: Supports</p>           | <p>Web: The headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated.</p>  |
| <p><a href="#">2.4.7 Focus Visible</a> (Level AA)<br/>Also applies to:<br/>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>   | <p>Web: Partially Supports</p> | <p>Web: In most instances, the product provides a visible indication of keyboard focus for elements on each page. Exceptions include:</p> <ul style="list-style-type: none"> <li>The Work Administration and User Profile pages contain interactive elements that do not present visible focus indicators.</li> </ul>  |

Table 2: Success Criteria, Level AA

| Criteria   | Conformance Level       | Remarks and Explanations  |
|--|-------------------------|---|
| <p><a href="#">3.1.2 Language of Parts</a> (Level AA) Also applies to:<br/>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>   | Web: Supports           | Web: Pages of the product present content in a single language.   |
| <p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)<br/>Also applies to:<br/>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> | Web: Supports           | Web: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.  |
| <p><a href="#">3.2.4 Consistent Identification</a> (Level AA) Also applies to:<br/>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> | Web: Supports           | Web: The product ensures that components with the same functionality are identified consistently across pages of the product.   |
| <p><a href="#">3.3.3 Error Suggestion</a> (Level AA) Also applies to:<br/>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>  | Web: Supports           | Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.   |
| <p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)<br/>Also applies to:<br/>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>   | Web: Supports           | Web: The product does not cause financial transactions or legal commitments to occur. User data is checked before submission and can be reversed or revised after submission.   |
| <p><a href="#">4.1.4 Status Messages</a> (Level AA 2.1 only) Revised Section 508 – Does not apply</p>  | Web: Partially Supports | <p>Web: In most instances, when status messages appear, the product provides those messages to assistive technology without requiring focus. Exceptions include:</p> <ul style="list-style-type: none"> <li>• The Time Record page displays a status message for change of Activity that is not presented to screen readers.</li> </ul> |

## Revised Section 508 Report

Notes:

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

Notes:

| Criteria                              | Conformance Level  | Remarks and Explanations  |
|---------------------------------------|--------------------|---|
| 302.1 Without Vision                  | Does Not Support   | Most functionality in the product cannot be used by people without vision, as disclosed in: <ul style="list-style-type: none"> <li>1.1.1 Non-text Content</li> <li>1.3.1 Info and Relationships</li> <li>1.4.1 Use of Color</li> <li>2.1.1 Keyboard</li> <li>2.1.2 No Keyboard Trap</li> <li>2.2.1 Timing Adjustable</li> <li>2.4.3 Focus Order</li> <li>2.4.4 Link Purpose (In Context)</li> <li>3.2.2 On Input</li> <li>4.1.1 Parsing</li> <li>4.1.2 Name, Role, Value</li> </ul>                               |
| 302.2 With Limited Vision             | Does Not Support   | Most functionality in the product cannot be used by people with limited vision, as disclosed in: <ul style="list-style-type: none"> <li>1.1.1 Non-text Content</li> <li>1.3.1 Info and Relationships</li> <li>1.4.1 Use of Color</li> <li>1.4.3 Contrast (Minimum)</li> <li>1.4.4 Resize Text</li> <li>2.1.1 Keyboard</li> <li>2.1.2 No Keyboard Trap</li> <li>2.2.1 Timing Adjustable</li> <li>2.4.3 Focus Order</li> <li>2.4.7 Focus Visible</li> <li>3.2.2 On Input</li> <li>4.1.2 Name, Role Value</li> </ul> |
| 302.3 Without Perception of Color     | Partially Supports | Some functionality in the product can be used by people without perception of color, except as disclosed in: <ul style="list-style-type: none"> <li>1.4.1 Use of Color</li> <li>1.4.3 Contrast (Minimum)</li> </ul>   |
| 302.4 Without Hearing                 | Supports           | The product contains functionality that is usable by people without hearing.  |
| 302.5 With Limited Hearing            | Supports           | The product contains functionality that is usable by people with limited hearing.   |
| 302.6 Without Speech                  | Supports           | The product contains functionality that is usable by people without speech capability   |
| 302.7 With Limited Manipulation       | Does Not Support   | Most functionality in the product cannot be used by people with limited manipulation capabilities, as disclosed in: <ul style="list-style-type: none"> <li>2.1.1 Keyboard</li> <li>2.1.2 No Keyboard Trap</li> <li>2.2.1 Timing Adjustable</li> <li>2.4.3 Focus Order</li> <li>2.4.7 Focus Visible</li> <li>4.1.1 Parsing</li> <li>4.1.2 Name, Role, Value</li> </ul>   |
| 302.8 With Limited Reach and Strength | Supports           | The product contains functionality that is usable by people with limited reach and strength capabilities.   |

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | Some functionality in the product can be used by people with limited language, cognitive, and learning abilities, except as disclosed in: <ul style="list-style-type: none"> <li>• 1.3.1 Info and Relationships</li> <li>• 1.4.1 Use of Color</li> <li>• 2.1.1 Keyboard</li> <li>• 2.2.1 Timing Adjustable</li> <li>• 2.4.3 Focus Order</li> <li>• 2.4.4 Link Purpose (In Context)</li> <li>• 2.4.7 Focus Visible</li> <li>• 3.2.2 On Input</li> <li>• 4.1.1 Parsing</li> <li>• 4.1.2 Name Role Value</li> </ul> |

## Chapter 4: [Hardware](#)

Notes: Not Applicable

## Chapter 5: [Software](#)

Notes: Not Applicable

## Chapter 6: [Support Documentation and Services](#)

Notes: Applicable – Not Tested

| Criteria   | Conformance Level                    | Remarks and Explanations   |
|--|--------------------------------------|--|
| 601.1 Scope  | Heading cell – no response required  | Heading cell – no response required  |
| <a href="#">602 Support Documentation</a>                        | Heading cell – no response required  | Heading cell – no response required  |
| 602.2 Accessibility and Compatibility Features                   | Applicable – Not Tested              | Documentation listing and an explanation of how to use the accessibility and compatibility features was not included in this audit's scope.              |
| 602.3 Electronic Support Documentation                           | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section  |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Applicable – Not Tested              | Non-electronic documentation formats and other alternate formats usable by individuals with disabilities were not included in this audit's scope.        |
| <a href="#">603 Support Services</a>                             | Heading cell – no response required  | Heading cell – no response required  |
| 603.2 Information on Accessibility and Compatibility Features    | Applicable – Not Tested              | ICT support services that include information on the accessibility and compatibility features required by 602.2 were not included in this audit's scope. |
| 603.3 Accommodation of Communication Needs                       | Applicable – Not Tested              | Direct user support services or referral to a point of contact that accommodates a user with disabilities was not included in this audit's scope.        |