

Avaya Accessibility Conformance Report

VPAT® Version 2.2 – March/April 2022

Name of Product/Version: Avaya Workspaces

Product Description: Avaya Workspaces 4.0 (Unified Client)

Available with Avaya OneCloud CCaaS Public

Date: September 2022

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Notes:

Scope:

Avaya OneCloud CCaaS Public Exclusions:

- Not covered are Administration for Workspaces and Realtime Reporting. These areas will be reviewed for a future iteration of this VPAT report.
- This report does not include all Workspaces widgets that may be added by Avaya OneCloud CCaaS Public, or 3rd party provided widgets.

Evaluation Methods Used: Tested the application using Axe, ANDI, Favelets, JAWS, color contrast analyzer and code inspection.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	<u>Level A</u> (Yes / No) <u>Level AA</u> (Yes / No) Level AAA (Yes / <u>No</u>)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(<u>Yes</u> / No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported with Exceptions	Images have alt text or aria labels. There are a few buttons that are missing labels. E.g. the number of participants in the chat window, checkmark to indicate the chat was sent, delete button in the email address window etc.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No prerecorded audio/video.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No prerecorded audio/video.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No prerecorded audio/video.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported with exception	Tables are coded with accessible markup (TH and TD respectively) there is a presentation table missing role.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p>	Supported	Meaningful sequence is provided.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	Instructions do not rely on sensory characteristics.
<u>1.4.1 Use of Color</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	Color alone is not used to convey meaning.
<u>1.4.2 Audio Control</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	No auto-playing audio is in the application.
<u>2.1.1 Keyboard</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with exception	The application is very accessible using the keyboard. One problem is found on the email editor where the tab key cannot reach the editor buttons to edit the text. However, many of the buttons have a keyboard shortcut key like bold, underline and Italicize. (Note – WS email editor is not part of OneCloud CCaaS Public solution)
<u>2.1.2 No Keyboard Trap</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with exceptions	Keyboard traps are found in the chat window inout field and in the editor text area for email responses. (Note – WS email editor is not part of OneCloud CCaaS Public solution)

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.1 Timing Adjustable (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	Timed After Call Work automatically puts the agent back in Ready state. However, there is an admin configurable option to allow agents to extend this time. A countdown is available anyway.
<p>2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	Moving content is not present.
<p>2.3.1 Three Flashes or Below Threshold (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	No flashing objects.
<p>2.4.1 Bypass Blocks (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supported	A skip navigation method is provided to skip to several places in the application. For example, you can skip different panels in the screen such as top bar, and move directly to the interaction area, and tab within that.
<p>2.4.2 Page Titled (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	Avaya Workspces is a single page application.
<p>2.4.3 Focus Order (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported with exceptions	Focus order is accurate in most cases except when tabbing into the customer details area the tab order is not accurate. (Note – Customer Details widget is not part of standard Avaya OneCloud CCaaS Public solution layouts)
<p>2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508</p>	Supported	Link text is unique and other non-text links (e.g. image links) will have alt text.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.1.1 Language of Page (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The page identifies the language in the html
<p>3.2.1 On Focus (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	On focus, the focus does not change content
<p>3.2.2 On Input (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	No change of context
<p>3.3.1 Error Identification (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	Error messages are shown for input errors.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	Input fields are labeled with what data is required
<p>4.1.1 Parsing (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
4.1.2 Name, Role, Value (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Name, role or state or provided on ui elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	No live audio content
1.2.5 Audio Description (Prerecorded) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	No pre-recorded audio content
1.4.3 Contrast (Minimum) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supported with exception	Most of the application meets these contrast requirements. There is one place text in the chat window label that does not meet the contrast requirement.
1.4.4 Resize text (Level AA) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports	The application zooms to 200% without loss of functionality.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.4.5 Images of Text (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supported	There are no images of text.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	This is not a webpage but a single page application
<p>2.4.6 Headings and Labels (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supported	Headings and labels are provided
<p>2.4.7 Focus Visible (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with exceptions	In most cases there is a good visual focus provided. For the dropdown box controls in the agent table there is a very faint visual focus.
<p>3.1.2 Language of Parts (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	There is no change in language
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	This is not a webpage but a single page application

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.4 Consistent Identification</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supported	
<u>3.3.3 Error Suggestion</u> (Level AA) <ul style="list-style-type: none"> • 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	Errors are accessible.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No legal commitments or financial transactions occur in Workspaces.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supported	People who are blind can use this application with assistive technology. Except where noted above. JAWS and NVDA testing has been completed.
302.2 With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supported	People who are visually impaired can use this application with assistive technology. Except

Criteria	Conformance Level	Remarks and Explanations
		where noted above.
302.3 Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supported	Color is only used as a supplemental attribute. A textual representation is always used.
302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supported	No audio-only features. Workspaces is an omnichannel capable client. For agents without hearing, they can be assigned digital work (i.e. email or chat tasks)
302.5 With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supported	No audio-only features. Workspaces is an omnichannel capable client. For agents without hearing, they can be assigned digital work (i.e. email or chat tasks)
302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supported	No speech input required. Workspaces is an omnichannel capable client. For agents without speech, they can be assigned digital work (i.e. email or chat tasks)
302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Not Applicable	Standard inputs only are required (keyboard, mouse)
302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supported	The application is operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supported	Workspaces has undergone complete UX design to make the product simpler and more intuitive to use. However, it is expected that the user understand how to operate modern web applications.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Supports	
602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	
603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	

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