

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Workspaces for Salesforce 3.8.1.0

Product Description: Provides Open CTI integration into Salesforce for Oceana and Elite

Date: November 10, 2021

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Notes:

Evaluation Methods Used: Manual testing of application

Applicable Standards/Guidelines

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

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

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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

Table 1: Success Criteria, Level A

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| <p>1.1.1 Non-text Content (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) | Supports with Exceptions | Almost all controls provide a text equivalent, however not all non-text elements provide text equivalents. |
| <p>1.2.1 Audio-only and Video-only (Prerecorded) (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 audio is used in the product |
| <p>1.2.2 Captions (Prerecorded) (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 video is used in the product |
| <p>1.2.3 Audio Description or Media Alternative (Prerecorded) (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 video is used in the product |
| <p>1.3.1 Info and Relationships (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 with Exceptions | Some elements do not support screen reader functionality. |
| <p>1.3.2 Meaningful Sequence (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 | Tabbing through the document is supported. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| <p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not Applicable | There are no in-application instructions. |
| <p><u>1.4.1 Use of Color</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) | Supports | Icons are unique and do not solely rely on color to convey information. |
| <p><u>1.4.2 Audio Control</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 | There is no in-app audio, so no controls. |
| <p><u>2.1.1 Keyboard</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) | Supports with Exceptions | A few keys are supported (tab and enter), but most inputs do not have keyboard access. |
| <p><u>2.1.2 No Keyboard Trap</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) | Supports | No keyboard traps. |
| <p><u>2.2.1 Timing Adjustable</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) | Supports with Exceptions | Most features do not require timed responses. However, some actions (like answering a call) have timing requirements that are set outside the application, and thus are outside the applications ability to influence. |
| <p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) | Support | Animation, blinking, or scrolling information is not used. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|---|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p><u>2.3.1 Three Flashes or Below Threshold</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) | Supports | There are no flashing or blinking text objects or other elements. |
| <p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs | Supports | All active functionality is available to the user. |
| <p><u>2.4.2 Page Titled</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 | The entire application is fully presented in a single frame. |
| <p><u>2.4.3 Focus Order</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) | Supports | Tab order is implemented in a coherent manner. |
| <p><u>2.4.4 Link Purpose (In Context)</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) | Supports | Links are obviously labeled. |
| <p><u>3.1.1 Language of Page</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) | Supports with Exceptions | The overall locale of the page determines the language used in the application. This doesn't apply if the language for the specified locale doesn't exist, or the language is otherwise overridden. |
| <p><u>3.2.1 On Focus</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) | Supports | The application does not automatically change focus. However, external factors can force the focus away from the application entirely. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------|--|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| 3.2.2 On Input (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Selected context remains under user's control |
| 3.3.1 Error Identification (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Input errors are identified and accompanied by a textual description. |
| 3.3.2 Labels or Instructions (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Labels are provided for UI elements. |
| 4.1.1 Parsing (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | All elements are properly formed in the underlying HTML. |
| 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 with Exceptions | User interface elements have title so they speak with assistive technology. However, there are very occasional exceptions. |

Table 2: Success Criteria, Level AA

Notes:

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

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------|--|
| <p><u>1.2.4 Captions (Live)</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | No multimedia presentations are used in this solution. |
| <p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | No multimedia presentations are used in this solution. |
| <p><u>1.4.3 Contrast (Minimum)</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports with Exceptions | Not all text meets the minimum contrast requirements. |
| <p><u>1.4.4 Resize text</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Does Not Support | The application does not resize text or allow for it. However, the browser can zoom as required. |
| <p><u>1.4.5 Images of Text</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | No images of text are used. |
| <p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: 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 | The application does not have multiple web pages. |
| <p><u>2.4.6 Headings and Labels</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) | Supports | All visual elements are well-formed with proper headers and tags. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <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 | Not all buttons explicitly show 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) | Does Not Support | This feature was never built into the application. |
| <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 | Supports | The application is consistent in how similar forms and pages present and operate. |
| <p>3.2.4 Consistent Identification (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 | Supports | Likewise, components are consistently named, presented, and located. |
| <p>3.3.3 Error Suggestion (Level AA)</p> <ul style="list-style-type: none"> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Support with Exceptions | Many of the errors are to make sure the error is known, so it will be reported. The user may not be able to do anything to directly rectify the issue themselves. |
| <p>3.3.4 Error Prevention (Legal, Financial, Data) (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 are no legal or financial inputs in the application. Normal data entry involves only one type of record in Salesforce, and the user has full control over it before saving. Also, once save, the data can be revisited and edited within Salesforce. |

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. | Support with Exceptions | Screen readers are supported except where noted above. |
| 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. | Support with Exceptions | Screen readers are supported except 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. | Supports with Exceptions | Most icons are differentiated through means other than just color. |
| 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. | Supports | The application itself does not use Audio. However, the controlled channel is an independent application that may, or may not, provide such support. |
| 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. | Supports | As prior comment. |
| 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. | Supports | Speech is not need to use Workspaces |
| 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. | Supports | People with limited manipulation will be able to use Workspaces |
| 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. | Supports | People with limited reach and strength will be able to use Workspaces |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| 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. | Supports | People with limited Limited Language, Cognitive, and Learning Abilities will be able to use Workspaces |

Chapter 4: Hardware

Notes: The solution is purely Software. There are no Hardware components.

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 402 Closed Functionality | Heading cell – no response required | Heading cell – no response required |
| 402.1 General | Heading cell – no response required | Heading cell – no response required |
| 402.2 Speech-Output Enabled | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen. Speech output shall be provided for all information displayed on-screen. | Not Applicable | No hardware. |
| 402.2.2 Transactional Outputs. Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction. | Not Applicable | No hardware. |
| 402.2.3 Speech Delivery Type and Coordination. 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 | No hardware. |
| 402.2.4 User Control. 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 | No hardware. |
| 402.2.5 Braille Instructions. Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR Part 1191, Appendix D, Section 703.3.1. EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5. | Not Applicable | No hardware. |
| 402.3 Volume | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening. Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided. | Not Applicable | No hardware. |
| 402.3.2 Non-private Listening. Where ICT provides non-private listening, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided | Not Applicable | No hardware. |

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

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

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <p>407.8.2 Side Reach. 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 | No hardware. |
| <p>407.8.2.1 Unobstructed Side Reach. 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 | No hardware. |
| <p>407.8.2.2 Obstructed Side Reach. 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 | No hardware. |
| <p>407.8.3 Forward Reach. 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 | No hardware. |
| <p>407.8.3.1 Unobstructed Forward Reach. 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 | No hardware. |
| <p>407.8.3.2 Obstructed Forward Reach. 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 | No hardware. |
| <p>407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach. 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 | No hardware. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| <p>407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach. Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.</p> <p>EXCEPTIONS:</p> <p>1. Toe space shall be permitted to provide a clear height of 9 inches (230 mm) minimum above the floor and a clear depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT.</p> <p>2. At a depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT, space between 9 inches (230 mm) and 27 inches (685 mm) minimum above the floor shall be permitted to reduce at a rate of 1 inch (25 mm) in depth for every 6 inches (150 mm) in height.</p> | Not Applicable | No hardware. |
| 408 Display Screens | Heading cell – no response required | Heading cell – no response required |
| <p>408.2 Visibility. 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 | No hardware. |
| <p>408.3 Flashing. 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 | No hardware. |
| 409 Status Indicators | Heading cell – no response required | Heading cell – no response required |
| <p>409.1 General. Where provided, status indicators shall be discernible visually and by touch or sound.</p> | Not Applicable | No hardware. |
| 410 Color Coding | Heading cell – no response required | Heading cell – no response required |
| <p>410.1 General. Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> | Not Applicable | No hardware. |
| 411 Audible Signals | Heading cell – no response required | Heading cell – no response required |
| <p>411.1 General. Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response</p> | Not Applicable | No hardware. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 412 ICT with Two-Way Voice Communication | Heading cell – no response required | Heading cell – no response required |
| 412.2 Volume Gain | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones. Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones. | Not Applicable | No hardware. |
| 412.2.2 Volume Gain for Non-Wireline ICT. A method for increasing volume shall be provided for non-wireline ICT. | Not Applicable | No hardware. |
| 412.3 Interference Reduction and Magnetic Coupling | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets. ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1) | Not Applicable | No hardware. |
| 412.3.2 Wireline Handsets. 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 | No hardware. |
| 412.4 Digital Encoding of Speech. ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1). | Not Applicable | No hardware. |
| 412.5 Real-Time Text Functionality. [Reserved]. | Reserved for future | Reserved for future |
| 412.6 Caller ID. Where provided, caller identification and similar telecommunications functions shall be visible and audible. | Not Applicable | No hardware. |
| 412.7 Video Communication. Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language. | Not Applicable | No hardware. |
| 412.8 Legacy TTY Support | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability. ICT shall include a standard non-acoustic connection point for TTYs. | Not Applicable | No hardware. |
| 412.8.2 Voice and Hearing Carry Over. ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use. | Not Applicable | No hardware. |
| 412.8.3 Signal Compatibility. ICT shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols where the system interoperates with the Public Switched Telephone Network (PSTN). | Not Applicable | No hardware. |
| 412.8.4 Voice Mail and Other Messaging Systems. Where provided, | Not Applicable | No hardware. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY. | | |
| 413 Closed Caption Processing Technologies | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions. | Not Applicable | No hardware. |
| 413.1.2 Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data. | Not Applicable | No hardware. |
| 414 Audio Description Processing Technologies | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners. 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 | No hardware. |
| 414.1.2 Other ICT. ICT other than digital television tuners shall provide audio description processing. | Not Applicable | No hardware. |
| 415 User Controls for Captions and Audio Descriptions | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls. Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection. | Not Applicable | No hardware. |
| 415.1.2 Audio Description Controls. Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description. | Not Applicable | No hardware. |

Chapter 5: Software

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|--------------------------------------|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.0 section | See information in WCAG section |
| 502 Interoperability with Assistive Technology | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features. | Not Applicable | Solution is not a platform software. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 502.2.2 No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features. | Supports with Exception | Does not have high contrast schemes. |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable. | Supports | No external API is provided to drive the user interface. However, as this is using standard HTML technology, it can be scanned and interpreted. |
| 502.3.2 Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Does Not Support | No external API is provided to drive the user interface. |
| 502.3.3 Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable. | Not Applicable | Not tables or database information shown. |
| 502.3.4 Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable. | Does Not Support | No external API is provided to drive the user interface. |
| 502.3.5 Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Does Not Support | No external API is provided to drive the user interface. |
| 502.3.6 Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable. | Does Not Support | This linkage of items was not rigorously implemented. It might be present in some cases, not not throughout. |
| 502.3.7 Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable. | Does Not Support | No external API is provided to drive the user interface. However, as this is using standard HTML technology, it can be scanned and interpreted. |
| 502.3.8 Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable. | Does Not Support | No external API is provided to drive the user interface. However, as this is using standard HTML technology, it can be scanned and interpreted. |
| 502.3.9 Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Does Not Support | No external API is provided to drive the user interface. |
| 502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable. | Does Not Support | No external API is provided to drive the user interface. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|---|
| 502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects. | Does Not Support | No external API is provided to drive the user interface. |
| 502.3.12 Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components. | Supports | No external API is provided to drive the user interface. However, as this is using standard HTML technology, it can be scanned and interpreted. |
| 502.3.13 Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology. | Does Not Support | No external API is provided to drive the user interface. |
| 502.3.14 Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology. | Does Not Support | No external API is provided to drive the user interface. |
| <p>502.4 Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <ul style="list-style-type: none"> A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided. | Not Applicable | Solution is not platform software. |
| 503 Applications | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor. | Does Not Support | These values are not configurable by the user or the administrator. |
| 503.3 Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility | Does Not Support | No alternative user interface is provided. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|---|
| services. | | |
| 503.4 User Controls for Captions and Audio Description | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection. | Does Not Support | Such controls are not provided. |
| 503.4.2 Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection. | Not Applicable | No audio controls for the application are provided. |
| 504 Authoring Tools | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility. EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code. (NOTE: If the product is not an authoring tool, enter “not applicable”) | See WCAG 2.0 section | See information in WCAG section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format. | Not Applicable | Solution is not an authoring tool. |
| 504.2.2 PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1). | Not Applicable | Solution does not generate PDF files. |
| 504.3 Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool. | Not Applicable | Solution is not an authoring tool. |
| 504.4 Templates. Where templates are provided, templates allowing | Not Applicable | Solution is not an authoring tool. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool. | | |

Chapter 6: Support Documentation and Services

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|--|
| 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. | Does Not Support | Such accessibility features are not included in the application. |
| 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. | Not Applicable | Documentation is only provided electronically. |
| 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. | Does Not Support | Such accessibility features are not included in the application. |
| 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. | Does Not Support | Such accessibility features are not included in the application. |

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Include your company legal disclaimer here, if needed

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