

[Company] Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Call Management System R20.0

Product Description: CMS Supervisor Web gives users access to the reporting functionality of the Call Management System (CMS) and access to administration features of CMS

Date: 17 May 2023

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Notes:

Evaluation Methods Used: Manual testing by development team

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-	Level A (Yes)

WCAG20-20081211/	Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes / 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><u>1.1.1 Non-text Content</u> (Level A) 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	Fully supported with no known outages
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not make use of audio or video
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not make use of audio or video
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not make use of audio or video
<p><u>1.3.1 Info and Relationships</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	R18.1 of the product was reworked to meet this criteria
<p><u>1.3.2 Meaningful Sequence</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	R18.1 of the product was reworked to meet this criteria

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to:</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	We don't solely rely on shape, size, visual location, orientation, or sound for communicating information.
<p><u>1.4.1 Use of Color</u> (Level A) 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 one known exception to this criteria is the use of color to identify data meeting thresholds in reports.
<p><u>1.4.2 Audio Control</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not make use of audio or video
<p><u>2.1.1 Keyboard</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The functionality is available using a keyboard as the only input device
<p><u>2.1.2 No Keyboard Trap</u> (Level A) 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 known keyboard traps
<p><u>2.2.1 Timing Adjustable</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The only timing sensitive item is the refresh of realtime reports and a user will normally have a default refresh of at least 18 seconds but can increase that on a per report basis to as high as 600 seconds
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	The report refresh for realtime and integrated data can be controlled by the user and supports a refresh range of 3 to 600 seconds (the updates are essential to the functionality so cannot be paused)

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The product does not make use of flashing
<p>2.4.1 Bypass Blocks (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	The bypass is available for reports and admin. When the home page is showing there is nothing to jump to as the content area is empty so the bypass does not appear
<p>2.4.2 Page Titled (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	We do not support this in the current release for the Report Designer or running reports however Home/Report selection/Admin selection/Admin pages all correctly title pages.
<p>2.4.3 Focus Order (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The focus order for all items should make sense and behave consistently
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Link purpose is always clear from link text or context
<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	Language of page can be programmatically determined
<p>3.2.1 On Focus (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	On focus does not change context

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	On Input does not change context that the user hasn't been previously advised of
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 text displays a description of the error
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 and or instructions are provided when user input is required
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	HTML pages etc should parse without errors.
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	Components are named, values can be programmatically set and assistive technologies can monitor for changes to these items.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
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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	The product does not make use of audio or video
<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	The product does not make use of audio or video
<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	Verified using Colour Contrast Analyser
<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) 	Supports with Exceptions	The reports can operate at 200% zoom without any issues however report selection and agent administration have some minor issues
<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	We avoid the use of text images
<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 	Supports	We allow users to search for reports and functionality in addition to using menus to navigate around the system
<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	Headings and labels describe topic or purpose

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	A keyboard focus indicator always shows where the current keyboard focus is
<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) 	Not applicable	content is not displayed in multiple languages
<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	Navigation patterns provide consistent navigation
<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	Components with the same functionality are identified consistently
<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) 	Supports	When the software is able to make suggestions when an error occurs, this is presented to the user.
<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	Where possible we verify data and give an opportunity to modify the data prior to submission (eg agent administration)

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.	Supports	Product usable with screen readers
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.	Supports	Product usable with screen readers, adjusted font sizes and customized color selections for report charts, thresholds
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	Reports with charts also include the data presented in a different format (or this can be customized by end users) and color perception not required for the rest of the product functionality
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 product does not make use of sound
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	The product does not make use of sound
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	The product does not make use of sound
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	User only needs to be able to interact with a web browser
302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation	Supports	User only needs to be able to interact with a web browser

Criteria	Conformance Level	Remarks and Explanations
that 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.	Supports	The requirements that align with this type of disability are met.

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	Documentation is available upon request.
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	Available on request
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.	Not Applicable	
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.	Not Applicable	

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