

Avaya Accessibility Conformance Report

VPAT® Version 3.0 – December 2019

Name of Feature/Version: Customer Journey Visualization 3.7

Feature Description: Customer Journey Visualization

Date: 18 December 2019

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Notes:

Evaluation Methods Used: Compliance was validated by manual testing with the assistance of SiteImprove Accessibility Checker.

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><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) | Supports with exception | All form fields, images, and icon buttons have associated text labels or tool tips describing their name and current state, except one label that encloses a svg for topic clear which doesn't contain a text as the icon represents the operation. |
| <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-only or video-only are used in this solution. |
| <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 multimedia presentations are used in this solution. |
| <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 multimedia presentations are used in this solution. |
| <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) | Supports | Customer Journey uses correct semantic structure in HTML. Validation of correct HTML structure is carried out when the application is built. |
| <p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) | Supports | Content in Customer Journey is presented in a logical sequence. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <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 | Customer Journey does not use sensory information |
| <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 | Wherever color is used to convey information, a text alternative is also displayed |
| <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 | Customer Journey does not support any Audio Control functionality |
| <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) | Does not Support | Customer Journey does not support Keyboard navigation ability. However, this will be taken into consideration for future releases. |
| <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) | Does not Support | There are no keyboard traps in Customer Journey. Customer Journey doesn't support Keyboard navigation ability. |
| <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) | Not Applicable | Customer Journey has no timing adjustable functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <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) | Not Applicable | There is no moving, blinking or scrolling information used in Customer Journey |
| <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) | Supports | No parts of Customer Journey uses flashing or blinking outside the frequencies specified. |
| <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 | Not Applicable | There are no blocks of repetitive content in Customer Journey. |
| <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) | Supports | Customer Journey widget is titled. |
| <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) | Not Applicable | As keyboard navigation is not supported in Customer Journey, there is no Focus ordering ability provided in Customer Journey. |
| <p>2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | All links within Customer Journey have a clear title that makes it clear to the user the purpose and destination of that link. |
| <p>3.1.1 Language of Page (Level A) 2017 Section 508</p> | Supports | Customer Journey is part of Avaya Workspaces & the default language of pages within Avaya Workspaces 3.6 |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | is clearly identified in the HTML header, thus being identifiable by assistive technologies. |
| <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) | Supports | Focus within Customer Journey does not change unexpectedly. The user has to explicitly perform an action in order for focus to change. |
| <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) | Supports | In Customer Journey, changes to input fields only change when it is made clear to the user their action will cause the change. |
| <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) | Supports | In Customer Journey, when an error occurs, user receives a clear indicator by both color and text. |
| <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) | Supports | Customer Journey adhere to W3C standards and make use of assistive features such as labels to provide information to the user within journey visualization. |
| <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) • 602.3 (Support Docs) | Supports | Customer Journey uses well formed HTML and strictly adheres to best practices in order that pages can be parsed by assistive Technologies. |
| <p>4.1.2 Name, Role, Value (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) | Supports | Customer Journey uses well formed HTML and strictly adheres to best practices in order that pages can be parsed by assistive Technologies. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>1.2.4 Captions (Live) (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 | No multimedia presentations are used in this solution. |
| <p>1.2.5 Audio Description (Prerecorded) (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 | No multimedia presentations are used in this solution. |
| <p>1.4.3 Contrast (Minimum) (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 | Throughout Customer Journey strong adherence to WCAG 2.0 Level AA color contrast rules have been adhered to. |
| <p>1.4.4 Resize 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) | Supports | Customer Journey supports the increase of default font size in the browser to 200%, whereby the content is still visible to the user. |
| <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) | Supports | Textual information is provided through operating system functions for displaying text. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------|---|
| <p>2.4.5 Multiple Ways (Level AA)</p> <p>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 | Support | Customer Journey provides different way of navigating through Journey Visualization. |
| <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) | Supports with exception | All headings and labels in Customer Journey are descriptive and have a clear indication to the user what they represent. However, there are labels within Customer Journey that doesn't contain any text because they are place holders for SVG icons for Topic navigation and deletion. |
| <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) | Not Applicable | Customer Journey does not support Keyboard navigation and hence this section is not applicable. |
| <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 with exception | Customer Journey supports the languages that are supported by Workspaces and once the language is Customer journey needs to be reset to take the effect of the selected language. Note: Currently only Localization and internationalization of DateTime is supported in Customer Journey visualization. |
| <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 | Customer Journey supports Consistent Navigation by allowing the user to navigate through journey via Topic based journey or WorkRequest Based journey or both. |
| <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 | Supports | Customer Journey supports Consistent Identification by providing intuitive icon library when used or is also shown with text |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs | | |
| 3.3.3 Error Suggestion (Level AA) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | When an error has occurred within Customer journey, an appropriate notification is presented to the user with an error. |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | This section is not applicable to Customer journey. It follow the same protocol as Avaya Workspaces 3.6 as Customer Journey is part of it and only deals with visual representation of the journey data. |

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|-------------------|---|
| 302.1 Without Vision | Does Not Support | Customer Journey doesn't support or provide any mechanism for users without vision |
| 302.2 With Limited Vision | Does Not Support | Customer Journey doesn't support or provide any mechanism for users with limited vision |
| 302.3 Without Perception of Color | Supports | In Customer Journey Visualization the visual elements are represented by color, |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| | | also have an alternative visual identifier such as text for users without perception of color. |
| 302.4 Without Hearing | Supports | Customer Journey alerts user with visual cues as it is the representation of Journey data in a visual way. |
| 302.5 With Limited Hearing | Supports | Customer Journey alerts user with visual cues as it is the representation of Journey data in a visual way. |
| 302.6 Without Speech | Supports | Customer Journey is only a visual representation of users journey data. |
| 302.7 With Limited Manipulation | Does Not Support | The use of the mouse is required for Customer Journey |
| 302.8 With Limited Reach and Strength | Supports | Limited reach and strength is not impacted with Customer Journey. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | The interface in Customer Journey was designed to be very intuitive and easily interpreted by a user with even limited training. There are many visual cues in the user interface, strong iconography and simple terminology all help in making the feature accessible to users with limited language, cognitive and learning abilities. |

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 |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|---|
| 602.2 Accessibility and Compatibility Features | Supports with exception | There is no official documentation available for Customer journey. However, Customer journey is a part of Avaya Workspaces Documentation. |
| 602.3 Electronic Support Documentation | See WCAG 2.0 section | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports with exception | There is no official documentation available for Customer journey. However, Customer journey is a part of Avaya Workspaces Documentation. |
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Does Not Support | Documentation does not explain how to use the accessibility and compatibility features of the product. |
| 603.3 Accommodation of Communication Needs | Supports | Communication for product sales and support is provided in multiple media channels through the Avaya website. |

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