

# Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:** Avaya IX Workplace Attendant 5.3.x

**Product Description:** Avaya IX™ Workplace Attendant is a SIP-based switch-board application (aka soft console) that lets users access Avaya Aura Voice and Unified Communications features.

**Date:** March 26, 2020

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**Notes:** new VPAT; product re-branded

**Evaluation Methods Used:** Conformance claims in this document have been validated using manual testing by the offeror.

## 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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A ( <b>Yes</b> / No ) Level AA ( <b>Yes</b> / No ) Level AAA (Yes / <b>No</b> )
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	( <b>Yes</b> / 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
<b>1.1.1 Non-text Content</b> (Level A)	Supports with Exceptions	Critical controls provide a text equivalent, however not all non-text elements provide text equivalents.
<b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)	Not Applicable	Pre-recorded audio or video is not used.
<b>1.2.2 Captions (Prerecorded)</b> (Level A)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
<b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
<b>1.3.1 Info and Relationships</b> (Level A)	Supports	Avaya IX Workplace Attendant uses Microsoft UI Automation to provide needed info, thus screen reader are able to read UIA identifier and assessible names.
<b>1.3.2 Meaningful Sequence</b> (Level A)	Supports	Correct sequences can be programmatically determined.
<b>1.3.3 Sensory Characteristics</b> (Level A)	Supports	Multiple visual cues are provided to help the user interact with the user interface.
<b>1.4.1 Use of Color</b> (Level A)	Supports	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
<b>1.4.2 Audio Control</b> (Level A)	Supports	Controls are provided to enable a user to mute, hold calls and adjust volume of audio.
<b>2.1.1 Keyboard</b> (Level A)	Supports with Exceptions	Most functions are executable from the keyboard with shortcuts.
<b>2.1.2 No Keyboard Trap</b> (Level A)	Supports	No keyboard traps exist.
<b>2.2.1 Timing Adjustable</b> (Level A)	Supports	Most features do not require timed responses. Answering an incoming call is one exception and the number of rings and therefor time to answer a call can be adjusted.
<b>2.2.2 Pause, Stop, Hide</b> (Level A)	Supports	Animation, blinking or scrolling information is not used.

Criteria	Conformance Level	Remarks and Explanations
<b>2.3.1 Three Flashes or Below Threshold</b> (Level A)	Supports	There are no flashing or blinking text objects or other elements.
<b>2.4.1 Bypass Blocks</b> (Level A)	Supports	Users can navigate directly to desired content – for example using mouse or keyboard to directly move to call history list from contact list.
<b>2.4.2 Page Titled</b> (Level A)	Not Applicable	Not required for non-Web application.
<b>2.4.3 Focus Order</b> (Level A)	Supports	Navigational elements and forms follow a logical order that makes sense to the user.
<b>2.4.4 Link Purpose (In Context)</b> (Level A)	Supports	Links have a title that makes it clear to the user the purpose and destination of that link.
<b>3.1.1 Language of Page</b> (Level A)	Supports	All UI elements are rendered in the selected supported language.
<b>3.2.1 On Focus</b> (Level A)	Supports	Focus does not change unexpectedly. The user must explicitly perform an action for focus to change.
<b>3.2.2 On Input</b> (Level A)	Supports	Context changes require specific user input.
<b>3.3.1 Error Identification</b> (Level A)	Supports	Input errors are identified and accompanied by a textual description.
<b>3.3.2 Labels or Instructions</b> (Level A)	Supports	Labels are provided for UI elements.
<b>4.1.1 Parsing</b> (Level A)	Not Applicable	Avaya IX Workplace Attendant is a native app and does not use markup languages for presentation of the user interface.
<b>4.1.2 Name, Role, Value</b> (Level A)	Supports with Exceptions	All critical controls indicate state and function.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.4 Captions (Live)</b> (Level AA)	Not Applicable	No multimedia presentations are used in this solution.
<b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)	Not Applicable	No multimedia presentations are used in this solution.
<b>1.4.3 Contrast (Minimum)</b> (Level AA)	Supports with Exceptions	Not all text meets the minimum contrast requirement
<b>1.4.4 Resize text</b> (Level AA)	Supports	Native OS feature be used to resize text with no loss of functionality.
<b>1.4.5 Images of Text</b> (Level AA)	Not Applicable	Images of text are not used.
<b>2.4.5 Multiple Ways</b> (Level AA)	Not Applicable	Not required for non-Web application.
<b>2.4.6 Headings and Labels</b> (Level AA)	Supports	Descriptive headings and Labels are used.
<b>2.4.7 Focus Visible</b> (Level AA)	Supports	UI elements receive visible focus.
<b>3.1.2 Language of Parts</b> (Level AA)	Not Applicable	Not required for non-Web application.
<b>3.2.3 Consistent Navigation</b> (Level AA)	Not Applicable	Not required for non-Web application.
<b>3.2.4 Consistent Identification</b> (Level AA)	Not Applicable	Not required for non-Web application.
<b>3.3.3 Error Suggestion</b> (Level AA)	Not Applicable	Input error suggestions are not known and therefore cannot be provided.
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)	Not Applicable	Legal commitments or financial transactions are not processed.

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## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>302.1 Without Vision</b>	Supports	Avaya IX Workplace Attendant delivers UIA support for assistive text-to-speech screen-readers.
<b>302.2 With Limited Vision</b>	Supports	Supported via OS magnification features.
<b>302.3 Without Perception of Color</b>	Supports	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
<b>302.4 Without Hearing</b>	Not Applicable	This requirement applies to the physical device in “This Computer Mode” or “Desk phone Mode” of Avaya IX Workplace Attendant. No aspect of the application will interfere with the conformance of an otherwise conformant device.
<b>302.5 With Limited Hearing</b>	Not Applicable	This requirement applies to the physical device in “This Computer Mode” or “Desk phone Mode” of Avaya IX Workplace Attendant. No aspect of the application will interfere with the conformance of an otherwise conformant device.
<b>302.6 Without Speech</b>	Not Applicable	This requirement applies to the physical device in “This Computer Mode” or “Desk phone Mode” of Avaya IX Workplace Attendant. No aspect of the application will interfere with the conformance of an otherwise conformant device.
<b>302.7 With Limited Manipulation</b>	Not Applicable	Support for users with limited fine motor control, reach, or strength is dependent on the physical device that is running Avaya IX Workplace Attendant on the auxiliary device (e.g., the conductive stylus) being used. No aspect of the application will interfere with the conformance of an otherwise conformant configuration.
<b>302.8 With Limited Reach and Strength</b>	Not Applicable	Support for users with limited fine motor control, reach, or strength is dependent on the physical device that is running Avaya IX Workplace Attendant on the auxiliary device (e.g., the conductive stylus) being used. No aspect of the application will interfere with the conformance of an otherwise conformant configuration.
<b>302.9 With Limited Language, Cognitive, and Learning Abilities</b>	Supports	Avaya IX Workplace Attendant offers consistent navigation and operation.

# Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>501.1 Scope</b> – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
<b>502.2.1 User Control of Accessibility Features</b>	Not Applicable	Avaya IX Workplace Attendant is not platform software.
<b>502.2.2 No Disruption of Accessibility Features</b>	Supports with Exceptions	Avaya IX Workplace Attendant does not support high-contrast schemes.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
<b>502.3.1 Object Information</b>	Supports	Avaya IX Workplace Attendant supports assistive text-to-speech screen-readers.
<b>502.3.2 Modification of Object Information</b>	Supports	State of controls can be set using assistive technology.
<b>502.3.3 Row, Column, and Headers</b>	Not Applicable	Data tables are not used.
<b>502.3.4 Values</b>	Supports	All value elements can be accessed using assistive technology.
<b>502.3.5 Modification of Values</b>	Supports	All value elements can be accessed using assistive technology.
<b>502.3.6 Label Relationships</b>	Not Applicable	Label relationships are not used.
<b>502.3.7 Hierarchical Relationships</b>	Not Applicable	Hierarchical Relationships are not used.
<b>502.3.8 Text</b>	Supports	Text is programmatically determinable.
<b>502.3.9 Modification of Text</b>	Supports	Text can be set using assistive technology.
<b>502.3.10 List of Actions</b>	Supports	All actions can be executed using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
<b>502.3.11 Actions on Objects</b>	Supports	All actions can be executed using assistive technology.
<b>502.3.12 Focus Cursor</b>	Supports	Focus is exposed to allow user to track focus and text insertion point.
<b>502.3.13 Modification of Focus Cursor</b>	Supports	Operating system preferences are supported.
<b>502.3.14 Event Notification</b>	Supports	Notifications are available to assistive technology.
<b>502.4 Platform Accessibility Features</b>	Not Applicable	Avaya IX Workplace Attendant is not platform software.
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
<b>503.2 User Preferences</b>	Supports with Exceptions	Avaya IX Workplace Attendant does not support platform preference for application color, font type or high-contrast schemes.
<b>503.3 Alternative User Interfaces</b>	Not Applicable	There is no alternative user interface
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
<b>503.4.1 Caption Controls</b>	Not Applicable	Avaya IX Workplace Attendant does not have prerecorded multimedia.
<b>503.4.2 Audio Description Controls</b>	Not Applicable	Avaya IX Workplace Attendant does not have prerecorded multimedia.
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
<b>504.2 Content Creation or Editing</b>	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>504.2.1 Preservation of Information Provided for Accessibility in Format Conversion</b>	Not Applicable	Avaya IX Workplace Attendant is not an authoring tool.
<b>504.2.2 PDF Export</b>	Not Applicable	Avaya IX Workplace Attendant is not an authoring tool.
<b>504.3 Prompts</b>	Not Applicable	Avaya IX Workplace Attendant is not an authoring tool.
<b>504.4 Templates</b>	Not Applicable	Avaya IX Workplace Attendant is not an authoring tool.



## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
<b>602.2 Accessibility and Compatibility Features</b>	Supports with Exceptions	Will provide upon request. The accessibility features are not included in the product documentation.
<b>602.3 Electronic Support Documentation</b>	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>602.4 Alternate Formats for Non-Electronic Support</b>	Supports	Will provide upon request.
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
<b>603.2 Information on Accessibility and Compatibility Features.</b>	Supports	Contact Avaya Support for accessibility-related issues.
<b>603.3 Accommodation of Communication Needs</b>	Supports	Contact Avaya Support for accessibility-related issues.

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