



# Avaya Accessibility Conformance Report

## Revised Section 508 Edition

(Avaya ACR Version 2 .0)

**Name of Product/Version: Avaya NGM AXP Connect**

**Report Date: March 6, 2024**

**Product Description:** Avaya Experience Platform™ Connect is a solution that existing Call Center Elite customers can use to integrate with Avaya Experience Platform™. With Avaya Experience Platform™ Connect, Call Center Elite customers who are on-premise can use the Avaya Experience Platform™ features from the cloud.

**Contact Information: [desais@avaya.com](mailto:desais@avaya.com)**

### **Notes:**

**Evaluation Methods Used:** Conformance claims in this document have been validated using manual testing by the offeror. JAWS, ANDI, Axe, Contrast Analyzer. Keyboard and focus testing along with other manual testing and code inspection.

# Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

## 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.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 3 – 301.1 Scope, 302 Functional Performance Criteria
- Chapter 6 – 602.3 Support Documentation and Services

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><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <ul style="list-style-type: none"> <li>Adding alt text to images (describe images).</li> <li>Non-text content requires attributes.</li> <li>Describing charts and graphs.</li> </ul>	Supports	Non-text-based controls provide a text equivalent. Buttons have accessible labels and have been tested with screen reading technology like JAWS.
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <ul style="list-style-type: none"> <li>Transcripts of audio content.</li> <li>Captions for video content.</li> </ul>	Not Applicable	Pre-recorded audio or video is not used.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <ul style="list-style-type: none"> <li>Captions provided for video content.</li> </ul>	Not Applicable	No pre-recorded multimedia presentations are used in this product
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <ul style="list-style-type: none"> <li>Transcripts for video that describes key visual elements.</li> </ul>	Not Applicable	No pre-recorded multimedia presentations are used in this product
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <ul style="list-style-type: none"> <li>Semantic structure is used to designate headings (&lt;h1&gt;), regions/landmarks, lists (&lt;ul&gt;, &lt;ol&gt;, and &lt;dl&gt;). Ensure that semantic markup is used appropriately.</li> <li>Data in tables and data cells are associated with their row and column headers. Data table captions, if present, are associated to data tables.</li> <li>Controls are associated with form input elements. Related form components are grouped with fieldset/legend.</li> </ul>	Partially Supports	<p>Avaya NGM AXP Connect information and relationships to expose headings, field sets/legends, tables with headers and lists where appropriate. Extensive testing was completed using the tools mentioned on the cover of this document.</p> <ul style="list-style-type: none"> <li>On the layout Manager there are buttons in the table that are read all together with assistive technology instead of only one at a time.</li> </ul>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <ul style="list-style-type: none"> <li>Screen reading and navigation order must be logical and intuitive.</li> </ul>	Supports	Correct sequences can be programmatically determined. The sequence of controls in the application was tested using keyboard navigation as well as screen reading technology like JAWS.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <ul style="list-style-type: none"> <li>For instructions, do not rely on shape, size or physical location when giving directions (i.e. "click the blue circle in the top right").</li> </ul>	Supports	Instructions provided for understanding and operating content so not rely on sensory characteristics such as shape, size, visual location, orientation, or sound.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <ul style="list-style-type: none"> <li>Color alone must never be used as the sole method of conveying information.</li> </ul>	Supports	Avaya NGM AXP Connect does not use color alone to convey information.
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <ul style="list-style-type: none"> <li>Provided a means to pause, play, stop, mute, and adjust volume for</li> </ul>	Not applicable	Audio is not used.

Criteria	Conformance Level	Remarks and Explanations
video that plays automatically and lasts more than 3 seconds.		
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <ul style="list-style-type: none"> <li>All components are useable with the keyboard alone. A mouse is not required.</li> </ul>	Partially Supports	<p>Keyboard accessibility was extensively tested, and all user interface elements are accessible using the keyboard.</p> <p>Rich Text Editor Buttons Not keyboard Accessible found on the email template page. Many formatting options are available with keyboard short cuts like bold, copy, paste, italics</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <ul style="list-style-type: none"> <li>Ensure focus can move to/from all interactive UI components using the keyboard without becoming stuck.</li> </ul>	Supports	No keyboard traps exist. This was tested with keyboard testing.
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <ul style="list-style-type: none"> <li>Use time limits only when necessary and provide options to turn off / adjust the time limit.</li> </ul>	Supports	Timed Responses are not required.
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <ul style="list-style-type: none"> <li>Moving content must be controllable. Users can stop/pause/hide any media that plays automatically and is longer than 5 sec.</li> </ul>	Supports	Animation, blinking or scrolling information is not used.
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <ul style="list-style-type: none"> <li>Never use content that flashes &gt;3 times per second.</li> </ul>	Supports	There are no flashing or blinking text objects or other elements.
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <ul style="list-style-type: none"> <li>Links to skip content are accessible to all, where visual and screen reader users both can use them too.</li> </ul>	Does Not Support	A skip navigation method is not provided.
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <ul style="list-style-type: none"> <li>Provide a descriptive title for each page or view.</li> </ul>	Supports	Page title is provided.
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <ul style="list-style-type: none"> <li>Use a logical focus order of UI components so people can easily understand and use them. If they cannot tell where it went, it's wrong.</li> </ul>	Supports	<p>Navigational elements and forms follow a logical order that makes sense to the user.</p> <p>The focus order was tested extensively using keyboard navigation.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <ul style="list-style-type: none"> <li>The text for all links must describe where it goes to.</li> </ul>	Supports	Linked text is unique and was tested with JAWS and the Links list feature.
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <ul style="list-style-type: none"> <li>Language attributes are identified, and the attribute must match the content on the page.</li> </ul>	Supports	The language attribute is provided.
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <ul style="list-style-type: none"> <li>Avoid triggering changes when any component receives keyboard</li> </ul>	Supports	Focus does not change unexpectedly. The user must explicitly perform an action for focus to change.

Criteria	Conformance Level	Remarks and Explanations
focus.		
<b>3.2.2 On Input</b> (Level A) <ul style="list-style-type: none"> <li>Ensure that changing the settings of any UI component has predictable effects unless you notify the user.</li> </ul>	Supports	Context changes require specific user input.
<b>3.3.1 Error Identification</b> (Level A) <ul style="list-style-type: none"> <li>Identify and describe input errors for users. Make sure that errors appear in text. Do not use color or visual cues alone to highlight errors.</li> </ul>	Supports	Input errors are identified and accompanied by a textual description. This requirement was tested with a screen reader to ensure that all errors are read to users of assistive technology.
<b>3.3.2 Labels or Instructions</b> (Level A) <ul style="list-style-type: none"> <li>Always provide visible labels to form fields and controls.</li> </ul>	Supports	Labels are provided for UI elements.
<b>4.1.1 Parsing</b>	Partially Supports	There are some html errors but they do not impact accessibility.
<b>4.1.2 Name, Role, Value</b> (Level A) <ul style="list-style-type: none"> <li>The name and role of all components must be understood by the assistive technologies. Use native HTML elements wherever possible. USE WAI-ARIA attributes for custom component widgets. Screen readers must know what it is in order to present it accurately to the user.</li> </ul>	Supports	Controls indicate state and function. UI elements fully support screen reader software.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.4 Captions (Live)</b> (Level AA) <ul style="list-style-type: none"> <li>Provide synchronized captions.</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.
<b>1.2.5 Audio Description (Prerecorded)</b> (Level AA) <ul style="list-style-type: none"> <li>For video that is not decorative, provide an audio description of the key content.</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.
<b>1.4.3 Contrast (Minimum)</b> (Level AA) <ul style="list-style-type: none"> <li>Text and backgrounds must have a contrast ratio of at least 4.5:1. When using large text (e.g. &gt;= 18pt) then 3:1 is allowable.</li> </ul>	Supports	All text meets the minimum contrast requirement. This was tested using the Color Contrast Analyzer.
<b>1.4.4 Resize text</b> (Level AA) <ul style="list-style-type: none"> <li>The application is readable and functional when page is zoomed to 200% (scrolling allowed).</li> </ul>	Supports	Browser features are used to resize text with no loss of functionality.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <ul style="list-style-type: none"> <li>Images of text should not be used when live text is possible.</li> </ul>	Supports	Images of text are not used.
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <ul style="list-style-type: none"> <li>There must always be more than one way to find content on a site or application.</li> </ul>	Supports	There are multiple ways to navigate through the application.
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <ul style="list-style-type: none"> <li>The label must make a field's purpose clear.</li> <li>Headings accurately describe what is contained in the next section.</li> </ul>	Supports	Descriptive headings and Labels are used.
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <ul style="list-style-type: none"> <li>UI components have a visible focus outline/marker.</li> </ul>	Supports	UI elements receive visible focus. This requirement is also tested at the same time keyboard testing is done.
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <ul style="list-style-type: none"> <li>If the language on a page changes, it is called out in the code (i.e. text added in another language must include a label saying so).</li> </ul>	Supports	Only one language is used in the application at time.
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <ul style="list-style-type: none"> <li>Position menus and standard controls consistently.</li> </ul>	Supports	Navigation is consistent.
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <ul style="list-style-type: none"> <li>Identify components consistently. Icons and images that are frequently used and provide the same function must be provided with the same alternative text.</li> </ul>	Supports	Identification is consistent.
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <ul style="list-style-type: none"> <li>Suggest corrections when users make mistakes. Don't make them guess what the problem is.</li> </ul>	Supports	Error messages are provided to users but the messages themselves do not have formats that are required so suggestions are not applicable in this application.
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <ul style="list-style-type: none"> <li>Check, confirm and allow any changes to be undone before allowing users to make those changes permanent.</li> </ul>	Not Applicable	Legal commitments or financial transactions are not processed.

# Revised Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><u>302.1 Without Vision.</u></b> Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports	Avaya NGM AXP Connect meets most of the requirements and is accessible to people without vision except for the few instances outlined above. This application is accessible using NVDA or JAWS.
<b><u>302.2 With Limited Vision.</u></b> 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	Avaya NGM AXP Connect is compatible with the screen enlargement. This application was also tested using ZoomText.
<b><u>302.3 Without Perception of Color.</u></b> 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	People who are color blind can use this application as color is not used, by itself, to convey information.
<b><u>302.4 Without Hearing.</u></b> Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	User hearing is not required in order to operate Avaya NGM AXP Connect software.
<b><u>302.5 With Limited Hearing.</u></b> 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	User hearing is not required in order to operate Avaya NGM AXP Connect software.
<b><u>302.6 Without Speech.</u></b> 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	User speech is not required for input, control, or operation.
<b><u>302.7 With Limited Manipulation.</u></b> 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	There are no operations that require fine motor control or simultaneous manual operations.
<b><u>302.8 With Limited Reach and Strength.</u></b> 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	All controls are operable with limited reach and strength.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">302.9 With Limited Language, Cognitive, and Learning Abilities.</a> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	Simple interface buttons have been provided where possible.

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">601.1 Scope</a>	Heading cell – no response required	Heading cell – no response required
<a href="#">602 Support Documentation</a>	Heading cell – no response required	Heading cell – no response required
<a href="#">602.2 Accessibility and Compatibility Features.</a> 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	Documentation that explains accessibility is not yet available.
<a href="#">602.3 Electronic Support Documentation.</a> 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).	Partially Supports	Most Avaya electronic support documentation is available as PDFs. If additional assistance is needed, please contact Avaya support services via: <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a> Or send email to <a href="mailto:accessibility@avaya.com">accessibility@avaya.com</a>
<a href="#">602.4 Alternate Formats for Non-Electronic Support Documentation.</a> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Provided upon request or available through Avaya’s documentation website
<a href="#">603 Support Services</a>	Heading cell – no response required	Heading cell – no response required
<a href="#">603.2 Information on Accessibility and Compatibility Features.</a> ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Partially Supports	Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request, Avaya provides technical support to the partners. For products and systems sold directly by Avaya, support is available via: <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a> And via email: <a href="mailto:accessibility@avaya.com">accessibility@avaya.com</a>



Criteria	Conformance Level	Remarks and Explanations
<p><b>603.3 Accommodation of Communication Needs.</b> 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.</p>	<p>Supports</p>	<p>Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request from a partner, Avaya accessibility specialists will communicate directly with individuals with disabilities. For products and systems sold directly by Avaya, communication between the user and an Avaya accessibility specialist may be initiated via:  <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a>            And via email: <a href="mailto:accessibility@avaya.com">accessibility@avaya.com</a></p>

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