



# Avaya Accessibility Conformance Report

## Revised Section 508 Edition

(Avaya ACR Version 2 .0)

**Name of Product/Version: Avaya System Manager 10.2**

**Report Date: April 2024**

**Product Description:** Avaya Aura System Manager 10.2 is a web-based management and programming interface that allows data to be entered once and then shared across multiple Avaya Aura applications.

Avaya systems that may be administered via System Manager include (but are not limited to) Communication Manager, Session Manager, Avaya Aura Conferencing, Communication Server 1000, Messaging, Engagement Development Platform, and Presence. Please note that many of these systems can also be administered directly without using System Manager.

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### 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 2.2</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 2.2 Report

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

- Chapter 3 – 301 – Functional Performance Criteria
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content</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>	Partially Supports	<p>Alt text is provided in System Manger however there are a few exceptions:</p> <ul style="list-style-type: none"> <li>The graphical content like bar charts and pie charts on the dashboard are not accessible</li> </ul>
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</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>1.2.2 Captions (Prerecorded)</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>1.2.3 Audio Description or Media Alternative (Prerecorded)</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>1.3.1 Info and Relationships</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>Most information, structure, and relationships are conveyed accessibly however, there are some exceptions:</p> <ul style="list-style-type: none"> <li>Headings are not used</li> <li>Tables are missing row headers</li> <li>Form controls are missing labels in many places</li> </ul>
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <ul style="list-style-type: none"> <li>Screen reading and navigation order must be logical and intuitive.</li> </ul>	Supports	System Manger components have meaningful reading sequences, and the reading order is preserved.
<p><b>1.3.3 Sensory Characteristics</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	System Manger does not rely on sensory characteristics like shape, size, visual location, or sound to convey information or instructions.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.1 Use of Color</a> (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	System Manger does not use color as the sole means of conveying information.
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <ul style="list-style-type: none"> <li>Provided a means to pause, play, stop, mute, and adjust volume for video that plays automatically and lasts more than 3 seconds.</li> </ul>	Not Applicable	System Manger does not contain content that requires audio controls.
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <ul style="list-style-type: none"> <li>All components are usable with the keyboard alone. A mouse is not required.</li> </ul>	Partially Supports	System Manager is operable through the keyboard interface however, there are exceptions: <ul style="list-style-type: none"> <li>Menu are not keyboard accessible.</li> <li>“More inks” are not keyboard accessible.</li> <li></li> </ul>
<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	System Manager does not have any keyboard traps.
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <ul style="list-style-type: none"> <li>Keyboard shortcuts must not interfere with other input methods. Only use shortcuts that include a key combination (i.e. CTRL + M).</li> </ul>	Not Applicable	Systems Manger does not contain character key shortcuts.
<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	Users are automatically redirected out after a certain period of inactivity.
<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	System Manager does not contain moving, blinking, scrolling, or auto-updating information.
<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	The product does not contain flashing content
<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.               <ul style="list-style-type: none"> <li>Non web content does not apply</li> </ul> </li> </ul>	Does Not Support	There is not method to skip content.
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p>	Supports	The title is provided.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>Provide a descriptive title for each page or view.</li> </ul>		
<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>	Partially Supports	<p>System Manager components receive focus in an order that preserves meaning and operability. However, there are some exceptions:</p> <ul style="list-style-type: none"> <li>On the manage user page, focus order after entering data focus goes to browser instead of commit buttons</li> </ul>
<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	Link text is descriptive
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)</p> <ul style="list-style-type: none"> <li>All tasks can be completed using simple gestures (i.e. single or double tap).</li> </ul>	Supports	System Manager does not require multipoint or path-based gestures for operation
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)</p> <ul style="list-style-type: none"> <li>Components must only activate on the release of the mouse button or the lifting a finger.</li> </ul>	Supports	System Manager uses a single pointer does not use the down-event to execute any part of the function and many actions can be cancelled or undone.
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)</p> <ul style="list-style-type: none"> <li>For UI components that include images of text, the label must include the text that is presented visually.</li> </ul>	Partially Supports	<p>System Manager has accessible names of controls that contain the text of their visible labels. However, there are some exceptions:</p> <ul style="list-style-type: none"> <li>Many forms controls are missing labels.</li> </ul>
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)</p> <ul style="list-style-type: none"> <li>Tasks that rely on device motion are customizable and accessible.</li> </ul>	Supports	System Manager does not have functionality that requires device motion or user motion.
<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 is programmatically identified.
<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 focus.</li> </ul>	Supports	The components receive focus, an unexpected change of context is not initiated.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <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	The components receive focus, an unexpected change of context is not initiated.
<p><a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)</p> <ul style="list-style-type: none"> <li>When a help feature appears on multiple pages, it is provided in a consistent location.</li> </ul>	Supports	The location of the help is consistent.
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <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	Error messages are not read.
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <ul style="list-style-type: none"> <li>Always provide visible labels to form fields and controls.</li> </ul>	Partially Supports	Labels are provided. However, there are some exceptions: <ul style="list-style-type: none"> <li>Instructions for required fields are not provided</li> </ul>
<p><a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)</p> <p>User information once given is auto populated or selectable in future fields requiring it.</p>	Not Applicable	No auto populated content is found.
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <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>	Partially Supports	Elements have names, roles, states, properties, and values that can be programmatically determined. However there are some exceptions: <ul style="list-style-type: none"> <li>The menus are missing the role and state.</li> </ul>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <ul style="list-style-type: none"> <li>Provide synchronized captions.</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <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.
<p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)</p> <ul style="list-style-type: none"> <li>Applications are not restricted to either portrait or landscape orientation, it can change where necessary (i.e. responsive).</li> </ul>	Supports	Portrait and landscape are supported.
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)</p> <ul style="list-style-type: none"> <li>Form fields that collect data (name, password, address, etc.) must support the auto complete attribute.</li> </ul>	Does Not Support	Autocomplete is not supported
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <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	<p>Color Contrast requirements are met in the app. However, there are some exceptions:</p> <ul style="list-style-type: none"> <li>On the Administration screen&gt; Roles there is a color contrast issue.</li> <li>On the Groups and Roles screen there is a color contrast issue</li> <li>On the Server administration screen there is a color contrast issue</li> <li>On some system dialogs there is a color contrast issue.</li> </ul>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <ul style="list-style-type: none"> <li>The application is readable and functional when page is zoomed to 200% (scrolling allowed).</li> </ul>	Supports	Resizing text is supported.
<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 and text are not used.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.10 Reflow</b> (Level AA 2.1 only)</p> <ul style="list-style-type: none"> <li>Visual layouts are flexible and adapt to a person's preferred setup. Design content that is visible/usable from 380-1280 pixels.</li> </ul>	Supports	Reflow is supported.
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)</p> <ul style="list-style-type: none"> <li>For UI components (e.g. buttons, icons, charts, etc.), use a contrast ration of at least 3:1, including changes for focus and hover states, etc.</li> </ul>	Supports	Non-Text content adheres to color contrast requirements.
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 only)</p> <ul style="list-style-type: none"> <li>Ensure users can increase text spacing and still read / use everything on the screen.</li> </ul>	Supports	Text spacing is supported in Systems Manager
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)</p> <ul style="list-style-type: none"> <li>Content and functions that rely on gestures/motion/focused state must include other means of access (i.e. esc to exit).</li> </ul>	Supports	Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: Dismissible, Hoverable: and Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.
<p><b>2.4.5 Multiple Ways</b> (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 many ways to locate content including search and navigation menus.
<p><b>2.4.6 Headings and Labels</b> (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	Labels are clear and accurate.
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <ul style="list-style-type: none"> <li>UI components have a visible focus outline/marker.</li> </ul>	Partially Supports	<p>The focus is provided in the web application however, there are some exceptions:</p> <ul style="list-style-type: none"> <li>Visual focus is missing on the user profile screen when tabbing to the commit and continue buttons.</li> </ul>
<p><b>2.4.11 Focus Not Obscured (Minimum)</b> (Level AA 2.2 only)</p> <ul style="list-style-type: none"> <li>When a user interface component receives keyboard focus, the component is not entirely hidden by other content.</li> </ul>	Supports	The focus is provided by the operating system and does not obscure.



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)</p> <ul style="list-style-type: none"> <li>All functionality that uses a dragging movement can be achieved by a single pointer without dragging.</li> </ul>	Supports	There are no dragging movements.
<p><a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)</p> <ul style="list-style-type: none"> <li>The size of the target for pointer inputs is at least 24 x 24 CSS pixels.</li> </ul>	Supports	Targets can be easily activated by pointer users, without accidentally hitting an adjacent target
<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	There is no change in the language in the application.
<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	Components are 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	Components are 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>	Does Not Support	Error messages are not read to the assistive technology user.
<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>	Does Not Support	Error messages are not read to the assistive technology user.
<p><a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)</p> <ul style="list-style-type: none"> <li>There must be an authentication path that does not require tasks such as: memorizing a password, transcribing codes or words, or solving a puzzle.</li> </ul>	Supports	There is a way to allow a user to cut/paste the password, so they don't have to remember it.
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)</p> <ul style="list-style-type: none"> <li>Make sure that all messages indicating success or failure are read out by a screen reader.</li> </ul>	Supports	There are no status messages

# Revised Section 508 Report

## 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.	Does Not Support	System Manager is not accessible for people who are blind.
<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.	Partially Supports	System Manger supports magnification but not speech output
<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	Color perception is not needed.
<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	Hearing is not needed to operate the product.
<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	Hearing is not needed to operate the product.
<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	Speech is not needed to operate the product.
<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	Limited manipulation and strength are supported
<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	Limited manipulation and strength are supported
<b><u>302.9 With Limited Language, Cognitive, and Learning Abilities.</u></b> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	Chat is useable by people with limited language and learning disabilities

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u><a href="#">601.1 Scope</a></u>	Heading cell – no response required	Heading cell – no response required
<u><a href="#">602 Support Documentation</a></u>	Heading cell – no response required	Heading cell – no response required
<u><a href="#">602.2 Accessibility and Compatibility Features.</a></u> 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.	Partially Supports	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
<u><a href="#">602.3 Electronic Support Documentation.</a></u> 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 WebChat at <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>
<u><a href="#">602.4 Alternate Formats for Non-Electronic Support. Documentation.</a></u> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Will provide upon request.
<u><a href="#">603 Support Services</a></u>	Heading cell – no response required	Heading cell – no response required
<u><a href="#">603.2 Information on Accessibility and Compatibility Features.</a></u> 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 WebChat: <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><a href="#">603.3 Accommodation of Communication Needs</a>. 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.</p> <p>For products and systems sold directly by Avaya, communication between the user and an Avaya accessibility specialist may be initiated via WebChat: <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a></p> <p>And via email: <a href="mailto:accessibility@avaya.com">accessibility@avaya.com</a></p>

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