Avaya Aura® Experience Portal 7.2
Voluntary Product Accessibility Template (VPAT)

Avaya Aura® Experience Portal is a software platform that enables organizations to implement and deliver multi-modal inbound and outbound self-service applications. The statements in this document refer to the telephone user interfaces that may be implemented on the Experience Portal platform.

The purpose of the typical Experience Portal application is to provide telephone users with a voice-based natural-language interface to Web applications. Despite having been designed as a voice input/output product, Experience Portal is able to accept DTMF "touch tone" responses and is also able to provide Baudot-format prompts for TTY users.

Experience Portal 7.2 also supports the development of visual Web-based (HTML 5) self-service applications for smart phones. An important benefit is that visual IVR applications can enhance accessibility for users with hearing impairments.

Support Levels

Support Level	Description
Supports	Experience Portal 7.2 fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Experience Portal 7.2 does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
Supports through Equivalent Facilitation	Experience Portal 7.2 provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Experience Portal 7.2 fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Experience Portal 7.2 does not meet the letter or intent of the criterion.
Not Applicable	The criterion does not apply.
Not Applicable – Fundamental Alteration Exception Applies	A fundamental alteration of Experience Portal 7.2 is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	**Not applicable**
Section 1194.22 Web-based Intranet and Internet Information and Applications	**Not applicable**
Section 1194.23 Telecommunications Products	**Supports**
Section 1194.24 Video and Multi-media Products	**Not applicable**
Section 1194.25 Self-Contained, Closed Products	**Not applicable**
Section 1194.26 Desktop and Portable Computers	**Not applicable**
Section 1194.31 Functional Performance Criteria	**Supports**
Section 1194.41 Information, Documentation and Support	**Supports**

§ 1194.23 Telecommunications Products

Criteria	Support Levels	Remarks and Explanations
1194.23(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Supports	For users of TTYs, Experience Portal 7.2 supports the development of VoiceXML applications that prompt users in TTY format. Users may respond by voice or via DTMF "touch tone" entries. (The ability to accept voice responses from TTY users is important because many people who use TTYs prefer to do so in a mixed-mode fashion, the most common being people who are hard of hearing but still able to speak clearly.) In addition, Experience Portal 7.2 also supports for visual HTML 5 applications for smart phones. This allows visual IVR applications to be developed that support users with hearing loss and make it unnecessary for a TTY device to be used.
1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports	The only TTY protocol that the US Access Board presently requires is TIA/EIA 825, commonly referred to as 45.45 baud Baudot signaling. In addition to this protocol, Experience Portal 7.2 supports the 50 baud Baudot protocol that is the standard in some non-US markets. Support for protocols such as 300 baud ASCII and 1200 baud ASCII is not feasible because these protocols require a constant carrier tone to be maintained between devices that are communicating with each other, thereby making it impossible to intermix voice and DTMF "touch tone" responses with the TTY transmissions. Please note the following guidance: (1) Experience Portal 7.2 can be configured to use any of the voice encoding algorithms supported by the VoiceXML 2.0/2.1 standard. To ensure reliable recording and playback of Baudot TTY signals, a 64 kilobit/second pulse code modulation technique, such as ITU-T Recommendation G.711, must be used. (2) Experience Portal 7.2 supports SIP and H.323 telephony integration. If packet loss on the IP network between the Experience Portal and the end-user exceeds 0.12%, the TTY character error rate may exceed the FCC's suggested limit of one percent. It is the purchaser's responsibility to ensure that the Experience Portal is used in conjunction with a robust IP network.

1194.23(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Supports	In addition to its ability to provide voice prompts, Experience Portal 7.2 is able to provide 45.45 baud and 50 baud Baudot-format prompts to TTY users. Regardless of whether the prompts are voice or TTY, users may respond by voice or via DTMF "touch tone" key presses. (Experience Portal's ability to accept spoken responses, even when prompting in TTY format, can be very helpful to Voice Carry Over or "VCO" users who are unable to hear adequately on a telephone but are nevertheless able to speak clearly.)
		NOTE: In most cases, the applications that operate on Experience Portal platforms are implemented by the owners and managers of the systems, rather than by Avaya. For this reason, even though Avaya provides tools that allow fully conformant applications to be implemented, it will often be the purchaser's responsibility to ensure conformance with this requirement.
1194.23(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Supports	Experience Portal 7.2 supports the creation of applications that do not require a response within a time interval.
		A reason why IVR applications often require a response within a time interval is that, if the application does not disconnect or take other action automatically after a period of user inactivity, it becomes possible for callers to freeze the ports on the system indefinitely.
		Experience Portal 7.2 permits time limits to be handled in a flexible, user-friendly manner. Within applications that impose a time limit on users' responses, the time-out interval may be specified within the application, along with the behavior of the system when time is about to expire. System responses that may be specified in the applications include, but are not limited to, providing an alert when the time interval is about to run out and providing sufficient time for the user to indicate more time is required, repeating the menu, and transferring the call automatically to a person who can assist the caller.
		NOTE: In most cases, the applications that operate on Experience Portal platforms are implemented by the owners and managers of the systems, rather than by Avaya. For this reason, even though Avaya provides tools that allow fully conformant applications to be implemented, it will often be the purchaser's responsibility to ensure conformance with this requirement.

1194.23(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2.

There is no aspect of Experience Portal 7.2 that would interfere with the operation of a conforming endpoint device. |
| 1194.23(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided. | Supports to the extent feasible with equipment that is not co-located with the user | Experience Portal 7.2 conforms to this requirement, within the limitations of the VoiceXML 2.0/2.1 standard and to the extent feasible with equipment that is not co-located with the user.

The voice prompts provided by Experience Portal 7.2 can consist of pre-recorded speech or can be generated by text-to-speech software.

The VoiceXML 2.0/2.1 standard utilized by Experience Portal does not support audio gain adjustments of pre-recorded speech. Conformance with this requirement can be achieved by creating and storing multiple versions of each speech recording, encoded at different amplitude levels. Alternatively, the amplitude of text-to-speech audio output can be modified in the Speech Synthesis Markup Language (SSML). The available user-adjustable amplitude range (i.e., the lowest user-selectable amplitude versus the highest user-selectable amplitude) is determined by the third party speech technology that is used.

NOTE: None of the commonly accepted standards for voice communication between telephones and associated back-office equipment (such as IVR systems) has 20 dB of amplitude headroom available. Under typical conditions, the maximum additional gain in the output of back-office systems, without introducing unacceptable levels of distortion, is approximately 10 dB. For this reason, users who require low-distortion amplitude increases of more than 10 dB above the nominal level should rely on their endpoint devices (e.g., their telephones), rather than the Experience Portal, to provide this gain. All Avaya desktop telephones may be equipped with user-adjustable variable amplified handsets that satisfy this requirement. |
| 1194.23(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use. | Supports | All user-adjustable audio characteristics on Experience Portal 7.2 systems, such as playback amplitude, playback rate, and call-answer prompting language, can be programmed in the application layer to reset automatically to their default values when the user hangs up. |

1194.23(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	This requirement applies to transducer-equipped endpoint devices, such as telephone handsets and headsets. It does not apply to Experience Portal 7.2. There is no aspect of Experience Portal 7.2 that would interfere with the operation of a conforming endpoint device.
1194.23(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	This requirement applies to transducer-equipped endpoint devices, such as telephone handsets and headsets. It does not apply to Experience Portal 7.2. There is no aspect of Experience Portal 7.2 that would interfere with the operation of a conforming endpoint device.
1194.23(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Supports	The manner in which Experience Portal 7.2 conforms to this requirement is described in the response to 1194.23(b).
1194.23(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2. There is no aspect of Experience Portal 7.2 that would interfere with the operation of a conforming endpoint device.
1194.23(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2. There is no aspect of Experience Portal 7.2 that would interfere with the operation of a conforming endpoint device.

1194.23(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2. There is no aspect of Experience Portal 7.2 that would interfere with the operation of a conforming endpoint device.
1194.23(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	This requirement applies to endpoint devices that are co-located with the user, such as telephones, soft phones, and TTYs. It does not apply to Experience Portal 7.2. There is no aspect of Experience Portal 7.2 that would interfere with the operation of a conforming endpoint device.

§ 1194.31 Functional Performance Criteria

Criteria	Support Levels	Remarks and Explanations
1194.31(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supports	Experience Portal 7.2 allows the owners and managers of the system to create telephone user interfaces that are operable without user vision.
1194.31(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports	Experience Portal 7.2 allows the owners and managers of the system to create telephone user interfaces that are operable without user vision.
1194.31(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Supports	Experience Portal 7.2 is able to provide 45.45 baud and 50 baud Baudot-format prompts to TTY users. Regardless of whether the prompts are voice or TTY, users may respond by voice or via DTMF "touch tone" key presses. In addition, Experience Portal 7.2 supports the creation of visual HTML 5 applications for smart phones. This allows visual IVR applications to be developed that support users with hearing loss.
1194.31(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports to the extent feasible with equipment that is not co-located with the user	Experience Portal 7.2 conforms to this requirement, within the limitations of the VoiceXML 2.0/2.1 standard and to the extent feasible with equipment that is not co-located with the user. For additional information, please refer to the response for 1194.23(f).
1194.31(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	Experience Portal 7.2 allows the owners and managers of the system to create telephone user interfaces that are operable without user speech. (Typically, this is achieved by allowing DTMF "touch tone" key presses whenever user input is required.)
1194.31(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	Experience Portal 7.2 supports the creation of applications that do not require fine motor control skills or simultaneous actions. Applications that operate on Experience Portal can be developed to support single DTMF entries as well as natural language speech input.

§ 1194.41 Information, Documentation and Support

Criteria	Support Levels	Remarks and Explanations
1194.41(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Will provide upon request.
1194.41(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Will provide upon request.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Contact Avaya Support for accessibility-related issues.

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