

# Avaya Accessibility Conformance Report

(Avaya ACR Version 2.0)

**Name of Product/Version:** Avaya Cloud Migration Tool

**Product Description:** Avaya Cloud Migration Tool is a web-based interface to migrate on-premise users and resources to Avaya Enterprise Cloud™.

**Date:** November 2024

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**Evaluation Methods Used:** Tested the application using Axe, ANDI, Favelets, JAWS, color contrast analyzer and code inspection.

## 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>	<u>Level A</u> (Yes / No ) <u>Level AA</u> (Yes / No ) Level AAA (Yes / <u>No</u> )
<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	( <u>Yes</u> / 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:

- 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><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. <ul style="list-style-type: none"> <li>Describing charts and graphs.</li> </ul> </li> </ul>	Partially Supports	Buttons in the navigation are missing accessible labels. Not all forms labels are accessible. There are missing programmatic label name associations with the fields.
<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. <ul style="list-style-type: none"> <li>Captions for video content.</li> </ul> </li> </ul>	Not Applicable	No prerecorded audio/video.
<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 prerecorded audio/video.
<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 video content is provided.
<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. <ul style="list-style-type: none"> <li>Controls are associated with form input elements. Related form components are grouped with fieldset/legend.</li> </ul> </li> </ul>	Partially Supports	Tables are missing row headers, and some are split into two separate tables, making them inaccessible for screen reader users. Headings are present but not marked up as headings.
<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	Meaningful sequence is provided.
<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	Instructions do not rely on sensory characteristics.
<p><b>1.4.1 Use of Color</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	Color alone is not used to convey meaning.

Criteria	Conformance Level	Remarks and Explanations
<b>1.4.2 Audio Control</b> (Level A) <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>	Supports	No auto-playing audio is in the application.
<b>2.1.1 Keyboard</b> (Level A) <ul style="list-style-type: none"> <li>All components are usable with the keyboard alone. A mouse is not required.</li> </ul>	Supports	Keyboard Access is provided.
<b>2.1.2 No Keyboard Trap</b> (Level A) <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 were found during testing.
<b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 only) <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>	Supports	Keyboard shortcuts do not interference with other input.
<b>2.2.1 Timing Adjustable</b> (Level A) <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	No time limit set by content.
<b>2.2.2 Pause, Stop, Hide</b> (Level A) <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	There is no moving or blinking content.
<b>2.3.1 Three Flashes or Below Threshold</b> (Level A) <ul style="list-style-type: none"> <li>Never use content that flashes &gt;3 times per second.</li> </ul>	Supports	There are no flashing objects.
<b>2.4.1 Bypass Blocks</b> (Level A) <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	A skip navigation method is not provided.
<b>2.4.2 Page Titled</b> (Level A) <ul style="list-style-type: none"> <li>Provide a descriptive title for each page or view.</li> </ul>	Supports	Page title is provided.
<b>2.4.3 Focus Order</b> (Level A) <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	The focus order preserves meaning.

Criteria	Conformance Level	Remarks and Explanations
<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 unique.
<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	Tasks can be completed using simple gestures.
<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	The application activates only on the release of the mouse or lifting a finger.
<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>	Does Not Support	The label in name is not supported across the application.
<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	Tasks do not rely on device 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>	Does Not Support	The page does not identify the language in the html.
<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	On focus does not change content.
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Always provide visible labels to form fields and controls.</p>	Supports	Labels are provided.
<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>	Does Not Support	Auto populate is not supported by forms fields.
<p><a href="#">4.1.1 Parsing</a> (Level A 2.1 and below only)</p>	Not Evaluated	This requirement is sunsetting.
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>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.</p>	Supports with exceptions.	Some forms are missing an accessible label. Sort buttons in tables are missing role and state.

## 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 live audio content.
<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 audio or video content is found.
<b>1.3.4 Orientation</b> (Level AA 2.1 only) <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	Application is responsive.
<b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 only) <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	Auto Complete is not supported.
<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	Menu items, text within tables, footer content does not meet the contrast requirements.
<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	The application zooms to 200% without loss of functionality.
<b>1.4.5 Images of Text</b> (Level AA) <ul style="list-style-type: none"> <li>Images of text should not be used when live text is possible.</li> </ul>	Supports	There are no images of text.
<b>1.4.10 Reflow</b> (Level AA 2.1 only) <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 working as the application is responsive.
<b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only) <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	UI Components meet the contrast requirements of 3:1
<b>1.4.12 Text Spacing</b> (Level AA 2.1 only) <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.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.13 Content on Hover or Focus</a> (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	Identification is consistent.
<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	Suggestions are found in the error messages.
<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	Headings and labels are provided.
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>UI components have a visible focus outline/marker.</p>	Supports	There is a visual focus throughout the application.
<p><a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)</p> <p>When a user interface component receives keyboard focus, the component is not entirely hidden by other content.</p>	Supports	Focus is not obscured.
<p><a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)</p> <p>All functionality that uses a dragging movement can be achieved by a single pointer without dragging.</p>	Supports	There are no dragging movements.
<p><a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)</p> <p>The size of the target for pointer inputs is at least 24 x 24 CSS pixels.</p>	Supports	Target for pointer inputs is at least 24 x 24 CSS pixels.
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>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).</p>	Not Applicable	There is no change in language.
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Position menus and standard controls consistently.</p>	Supports	Navigation is consistent.
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Identify components consistently. Icons and images that are frequently used and provide the same function must be provided with the same alternative text.</p>	Supports	Components are consistently identified. Icons and images that are frequently used and provide the same function
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Suggest corrections when users make mistakes. Don't make them guess what the problem is.</p>	Supports	Error suggestions are provided for some fields.
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
Check, confirm and allow any changes to be undone before allowing users to make those changes permanent.		
<b>3.3.8 Accessible Authentication (Minimum)</b> (Level AA 2.2 only) There must be an authentication path that does not require tasks such as: memorizing a password, transcribing codes or words, or solving a puzzle.	Supports	Authentication supports cut and paste of username and password.
<b>4.1.3 Status Messages</b> (Level AA 2.1 only) Make sure that all messages indicating success or failure are read out by a screen reader.	Partially Supports	After the user uses the search the number of issues found is not automatically announced. The error messages are not read to a screen reader user.

## Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>302.1 Without Vision.</b> Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Partially Supports	People who are blind cannot fully use the application mainly due the issues outlined above. This application was tested with assistive technology JAWS and NVDA testing has been completed.
<b>302.2 With Limited Vision.</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	People who are visually impaired can use this application with assistive technology. Except where noted above.
<b>302.3 Without Perception of Color.</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 is not used to convey meaning.



Criteria	Conformance Level	Remarks and Explanations
<b>302.4 Without Hearing.</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	No audio-only features.
<b>302.5 With Limited Hearing.</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	No audio-only features.
<b>302.6 Without Speech.</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	No speech input required
<b>302.7 With Limited Manipulation.</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	The application is accessible using the keyboard only.
<b>302.8 With Limited Reach and Strength.</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	The application is operable with limited reach and limited strength.
<b>302.9 With Limited Language, Cognitive, and Learning Abilities.</b> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	The application is operable with limited language, cognitive and learning abilities.

## 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> 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	Product does not document accessibility and compatibility features.
<b>602.3 Electronic Support Documentation.</b> 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).	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>602.4 Alternate Formats for Non-Electronic Support Documentation.</b> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Upon request and accessible PDF can be provided.
<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> ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Not applicable	Avaya partners provide support services.
<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.	Not applicable	Avaya partners provide support services.

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