AVAYA

Avaya Accessibility Conformance Report

Revised Section 508 Edition

(Avaya ACR Version 2 .0)

Name of Product/Version: AVAYA COMMUNICATIONS API

Report Date: June 2024

Product Description: Avaya Communications API is a public cloud service used to create applications that provide added capabilities to existing business solutions. Avaya Communications APIs is split up into two main areas, REST APIs and Inbound XMLs.

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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
Web Content Accessibility Guidelines 2.2	Level A (**Yes**)
	Level AA (**Yes**)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 – 302 Functional Performance Criteria
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x 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
1.1.1 Non-text Content (Level A) • Adding alt text to images (describe images). • Non-text content requires attributes. • Describing charts and graphs.	Supports	Alt text is provided in AVAYA COMMUNICATIONS API.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) • Transcripts of audio content. • Captions for video content.	Not Applicable	Pre-recorded audio or video is not used.
1.2.2 Captions (Prerecorded) (Level A) • Captions provided for video content.	Not Applicable	No pre-recorded multimedia presentations are used in this product
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) • Transcripts for video that describes key visual elements.	Not Applicable	No pre-recorded multimedia presentations are used in this product
1.3.1 Info and Relationships (Level A) • Semantic structure is used to designate headings (<h1>), regions/landmarks, lists (, , and <dl>). Ensure that semantic markup is used appropriately. • Data in tables and data cells are associated with their row and column headers. Data table captions, if present, are associated to data tables. • Controls are associated with form input elements. Related form components are grouped with fieldset/legend.	Partially Supports	Most information, structure, and relationships are conveyed accessibly however, there are some exceptions: • Headings are not used • Form controls are missing labels in many places • Buttons are missing labels
1.3.2 Meaningful Sequence (Level A) • Screen reading and navigation order must be logical and intuitive.	Supports	AVAYA COMMUNICATIONS API components have meaningful reading sequences, and the reading order is preserved.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) • For instructions, do not rely on shape, size or physical location when giving directions (i.e. "click the blue circle in the top right").	Supports	AVAYA COMMUNICATIONS API does not rely on sensory characteristics like shape, size, visual location, or sound to convey information or instructions.
1.4.1 Use of Color (Level A) • Color alone must never be used as the sole method of conveying information.	Does Not Support	AVAYA COMMUNICATIONS API uses color as the sole means of conveying information. • Graphs on the Analytics screen are not accessible to Blind users.
1.4.2 Audio Control (Level A) • Provided a means to pause, play, stop, mute, and adjust volume for video that plays automatically and lasts more than 3 seconds.	Not Applicable	AVAYA COMMUNICATIONS API does not contain content that requires audio controls.
2.1.1 Keyboard (Level A) • All components are usable with the keyboard alone. A mouse is not required.	Partially Supports	AVAYA COMMUNICATIONS API is operable through the keyboard interface. However, there are a few exceptions: • Table rows throughout the application do not allow keyboard access to icons • Links in the user setting window are not keyboard accessible.
2.1.2 No Keyboard Trap (Level A) • Ensure focus can move to/from all interactive UI components using the keyboard without becoming stuck.	Supports	AVAYA COMMUNICATIONS API does not have any keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only) • Keyboard shortcuts must not interfere with other input methods. Only use shortcuts that include a key combination (i.e. CRTL + M).	Not Applicable	AVAYA COMMUNICATIONS API does not contain character key shortcuts.
2.2.1 Timing Adjustable (Level A) • Use time limits only when necessary and provide options to turn off / adjust the time limit.	Supports	Users are automatically redirected out after a certain period of inactivity.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) • Moving content must be controllable. Users can stop/pause/hide any media that plays automatically and is longer than 5 sec.	Supports	AVAYA COMMUNICATIONS API does not contain moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A) • Never use content that flashes >3 times per second.	Supports	The product does not contain flashing content
2.4.1 Bypass Blocks (Level A) • Links to skip content are accessible to all, where visual and screen reader users both can use them too. • Non web content does not apply	Does Not Support	AVAYA COMMUNICATIONS API is missing a method to bypass blocks of content.
2.4.2 Page Titled (Level A) • Provide a descriptive title for each page or view.	Supports	The title is provided.
2.4.3 Focus Order (Level A) • 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.	Supports	AVAYA COMMUNICATIONS API components receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A) • The text for all links must describe where it goes to.	Supports	Link text is descriptive
2.5.1 Pointer Gestures (Level A 2.1 only) • All tasks can be completed using simple gestures (i.e. single or double tap).	Supports	AVAYA COMMUNICATIONS API does not require multipoint or path-based gestures for operation
2.5.2 Pointer Cancellation (Level A 2.1 only) • Components must only activate on the release of the mouse button or the lifting a finger.	Supports	AVAYA COMMUNICATIONS API 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.
2.5.3 Label in Name (Level A 2.1 only) • For UI components that include images of text, the label must include the text that is presented visually.	Partially Supports	AVAYA COMMUNICATIONS API has accessible names of controls that contain the text of their visible labels. However, there are some exceptions:

Criteria	Conformance Level	Remarks and Explanations
		• Many forms controls are missing labels.
2.5.4 Motion Actuation (Level A 2.1 only) • Tasks that rely on device motion are customizable and accessible.	Supports	AVAYA COMMUNICATIONS API does not have functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A) • Language attributes are identified, and the attribute must match the content on the page.	Supports	The language is programmatically identified.
3.2.1 On Focus (Level A) • Avoid triggering changes when any component receives keyboard focus.	Supports	The components receive focus, an unexpected change of context is not initiated.
3.2.2 On Input (Level A) • Ensure that changing the settings of any UI component has predictable effects unless you notify the user.	Supports	The components receive focus, an unexpected change of context is not initiated.
3.2.6 Consistent Help (Level A 2.2 only) • When a help feature appears on multiple pages, it is provided in a consistent location.	Supports	The location of the help is consistent.
3.3.1 Error Identification (Level A) • 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.	Supports	Form entry logic is used and the save button is not operational until the entries are accurate.
3.3.2 Labels or Instructions (Level A) • Always provide visible labels to form fields and controls.	Supports	Labels are provided
3.3.7 Redundant Entry (Level A 2.2 only) User information once given is auto populated or selectable in future fields requiring it.	Not Applicable	No auto populated content is found.
4.1.1 Parsing (Level A 2.1 and below only)		
4.1.2 Name, Role, Value (Level A)	Partially Supports	Elements have names, roles, states, properties, and values that can be programmatically

Criteria	Conformance Level	Remarks and Explanations
• 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.		determined. However, there are some exceptions: • The left navigation menus are missing the role and state.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) • Provide synchronized captions.	Not Applicable	No multimedia presentations are used in this solution.
1.2.5 Audio Description (Prerecorded) (Level AA) • For video that is not decorative, provide an audio description of the key content.	Not Applicable	No multimedia presentations are used in this solution.
1.3.4 Orientation (Level AA 2.1 only) • Applications are not restricted to either portrait or landscape orientation, it can change where necessary (i.e. responsive).	Supports	Portrait and landscape are supported.
1.3.5 Identify Input Purpose (Level AA 2.1 only) • Form fields that collect data (name, password, address, etc.) must support the auto complete attribute.	Does Not Support	Autocomplete is not supported
1.4.3 Contrast (Minimum) (Level AA) • Text and backgrounds must have a contrast ratio of at least 4.5:1. When using large text (e.g. >= 18pt) then 3:1 is allowable.	Partially Supports	Color Contrast requirements are met in the app. However, there are some exceptions: • The status indicators are not meeting the color contrast requirements • Placeholder text is too light
1.4.4 Resize text (Level AA) • The application is readable and functional when page is zoomed to 200% (scrolling allowed).	Supports	Resizing text is supported.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) • Images of text should not be used when live text is possible.	Supports	Images and text are not used.
1.4.10 Reflow (Level AA 2.1 only) • Visual layouts are flexible and adapt to a person's preferred setup. Design content that is visible/usable from 380-1280 pixels.	Supports	Reflow is supported.
1.4.11 Non-text Contrast (Level AA 2.1 only) • 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.	Supports	Non-Text content adheres to color contrast requirements.
1.4.12 Text Spacing (Level AA 2.1 only) • Ensure users can increase text spacing and still read / use everything on the screen.	Supports	Text spacing is supported in AVAYA COMMUNICATIONS API
1.4.13 Content on Hover or Focus (Level AA 2.1 only) • Content and functions that rely on gestures/motion/focused state must include other means of access (i.e. esc to exit).	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.
2.4.5 Multiple Ways (Level AA) • There must always be more than one way to find content on a site or application.	Supports	There are many ways to locate content including search and navigation menus.
2.4.6 Headings and Labels (Level AA) • The label must make a field's purpose clear. • Headings accurately describe what is contained in the next section.	Supports	Labels are clear and accurate.
2.4.7 Focus Visible (Level AA) • UI components have a visible focus outline/marker.	Partially Supports	The focus is provided in the web application however, there are some exceptions: • On all report pages the focus is missing from the reset button.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	The focus is provided by the operating system and does not obscure.

Criteria	Conformance Level	Remarks and Explanations
• When a user interface component receives keyboard focus, the component is not entirely hidden by other content.		
2.5.7 Dragging Movements (Level AA 2.2 only) • All functionality that uses a dragging movement can be achieved by a single pointer without dragging.	Supports	There are no dragging movements.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) • The size of the target for pointer inputs is at least 24 x 24 CSS pixels.	Supports	Targets can be easily activated by pointer users, without accidentally hitting an adjacent target
3.1.2 Language of Parts (Level AA) • 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).	Supports	There is no change in the language in the application.
3.2.3 Consistent Navigation (Level AA) • Position menus and standard controls consistently.	Supports	Components are consistent
3.2.4 Consistent Identification (Level AA) • Identify components consistently. Icons and images that are frequently used and provide the same function must be provided with the same alternative text.	Supports	Components are consistent
3.3.3 Error Suggestion (Level AA) • Suggest corrections when users make mistakes. Don't make them guess what the problem is.	Does Not Support	The logic on the forms do not give suggestions on how to resolve the form issues.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) • Check, confirm and allow any changes to be undone before allowing users to make those changes permanent.	Not Applicable	Not Applicable
3.3.8 Accessible Authentication (Minimum) (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	There is a way to allow a user to cut/paste the password, so they don't have to remember it.
4.1.3 Status Messages (Level AA 2.1 only) • Make sure that all messages indicating success or failure are read out by a screen reader.	Does Not Support	Status messages are not read by assistive technology.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision. 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	AVAYA COMMUNICATIONS API is not accessible for people who are blind.
302.2 With Limited Vision. 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	AVAYA COMMUNICATIONS API supports magnification but not speech output
302.3 Without Perception of Color. 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.
302.4 Without Hearing. 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.
302.5 With Limited Hearing. 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.
302.6 Without Speech. 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.
302.7 With Limited Manipulation. 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
302.8 With Limited Reach and Strength. 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

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities. 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
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features. 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.
602.3 Electronic Support Documentation. 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 https://support.avaya.com/contact/#click-to-chat And via email: accessibility@avaya.com
602.4 Alternate Formats for Non-Electronic Support. Documentation. 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.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features. 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.

Criteria	Conformance Level	Remarks and Explanations
		For products and systems sold directly by Avaya, support is available via WebChat: https://support.avaya.com/contact/#click-to-chat And via email: accessibility@avaya.com
603.3 Accommodation of Communication Needs. 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.	Supports	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 WebChat: https://support.avaya.com/contact/#click-to-chat And via email: accessibility@avaya.com

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