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Genesys Multicloud CX User Guide

Accessibility

7/14/2025

Contents

- [1 Overview](#)
- [2 VPAT](#)

Provides information on Genesys support for standards to make software accessible to people with disabilities.

This topic provides information on Genesys VPAT®

Overview

Genesys values diversity as a core principle. As part of this, Genesys seeks to remove obstacles for individuals with disabilities to be able to successfully use its software. Genesys follows best-practices and guidelines towards this goal.

The internationally recognized W3C Web Content Accessibility Guidelines (WCAG) 2.1 cover a wide range of recommendations for making Web content more accessible. By following these guidelines, Genesys makes content more accessible to a wider range of people with disabilities and often makes Web content more usable to users in general. WCAG relies on four guiding principles for building accessible UIs, as follows:

- **Perceivable:** Information and user interface components must be presentable to users in ways they can perceive.
- **Operable:** User interface components and navigation must be operable.
- **Understandable:** Information and the operation of user interface must be understandable.
- **Robust:** Content must be robust enough that it can be interpreted by a wide variety of user agents, including assistive technologies.

Genesys provides Voluntary Product Accessibility Template® - VPAT® reports to document conformance of Genesys applications to WCAG 2.0 and WCAG 2.1 specifications. The VPAT® report is a standardized template for documenting conformance to various accessibility specifications. The VPAT® report provided by Genesys follows the W3C/WAI's WCAG 2.0 and WCAG 2.1 specifications, as this is an international standard adopted and recognized by Genesys customers worldwide. Available Genesys VPAT® reports can be found in the table in the VPAT section below.

Important

Please note that Genesys is continually extending accessibility capabilities in Genesys Cloud. For more information please see the article on accessibility in Genesys Cloud.

VPAT

The following table provides information on Genesys VPAT®:

Products	Role	WCAG 2.1 Level A
Widgets	Consumer	Achieved
Portal	All employees	Achieved
Workspace Web	Agent (+supervisor features)	Achieved
Workspace Desktop (Premise)	Agent	Achieved (with limitations)
WFM Web Agent	Agent	Achieved (with limitations)
Pulse	Supervisor	Achieved

Note: When using softphone, it is recommended to use in Connector Mode, which allows agents to control the softphone from their Workspace application.