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## Genesys Multicloud CX User Guide

[Accessibility](#)

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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.

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## VPAT

The following table provides information on Genesys VPAT®:

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