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## Managing Accessibility for Agent Workspace

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Information about setting up and using accessibility features in Agent Workspace.

### **Related documentation:**

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## Accessibility compliance

Genesys provides a Voluntary Product Accessibility Template® - VPAT® report from ITI, to document conformance of Genesys Workspace Web Edition Agent Workspace to WCAG 2.1 Level AA specification. The VPAT® report is a standardized template for documenting conformance to various accessibility specifications. VPAT® report provided by Genesys follows the W3C/WAI's WCAG 2.1 specification, as this is an international standard adopted and recognized by our customers worldwide. The Genesys VPAT® can be downloaded here: Genesys Accessibility Conformance Report WCAG Edition.

## Agent Workspace navigation support

Agent Workspace provides agents with keyboard navigation features that enable both manual keyboard navigation and accessibility devices to use the application.

## Text spacing override in Agent Workspace

Agent Workspace supports WCAG 2.1 Success Criterion 1.4.12 for text spacing overrides. Overrides are commonly applied by a user style sheet, bookmarklet, browser extension, or application. Agent Workspace supports the following overrides without loss of legibility due to truncation or superimposition:

- The line height is adjustable to 1.5 times the font size.
- The space between two paragraphs is adjustable to 2 times the font size.
- The letter spacing is adjustable to 0.12 times the font size.
- The word spacing between words is adjustable to 0.16 times the font size.

If you choose to apply a style sheet to override the default text spacing, the following CSS provides the maximum values that can be applied to the text:

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```
* {  
    line-height: 1.5!important;  
    letter-spacing:.12em!important;  
    word-spacing: .16em !important;  
}  
p {  
    margin-bottom: 2em!important;  
}
```

You can apply the CSS by using a browser plugin/extension such as Stylish, Stylus, or Custom Style Script. You can also use a bookmarklet, such as the CodePen text spacing bookmarklet.

## Important

If you apply the maximum spacing overrides, Genesys assumes that the browser zoom is set to 100% and that browser font scaling has not been increased.

**Note:** *WWE VPAT includes GPlus SFDC Adapter because it uses the WWE UI, which already complies with WCAG AA guidelines.*