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Cloud Basics for Administrators

Genesys Portal content accessibility

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Learn how Genesys Portal aligns with the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Overview

Genesys provides a Voluntary Product Accessibility Template® - VPAT® report to document conformance of the Genesys Portal application 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 our customers worldwide. The Genesys VPAT® can be downloaded here: [Genesys Portal WCAG 2.1 AA VPAT®](#).

Web Content Accessibility Guidelines (WCAG) 2.1 covers 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:

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

Screen reader support

Genesys Portal is accessible via screen readers, which announce all of the textual and non-textual page content, dynamic elements (such as modal dialogs), and pop-up and error messages.

Genesys Portal was tested and verified in the following desktop environments:

- **Windows:** JAWS Professional Edition version 2020 Chrome, Firefox, and Internet Explorer 11.

Tip

Not all screen readers read all of the textual and non-textual Windows functionality. There are known issues when using Microsoft Edge with JAWS screen reader as JAWS support for Microsoft Edge is continuing to improve.

Keyboard accessibility

Genesys Portal is accessible via the keyboard. Navigate to and within any widget using the **Tab** key or **Shift+Tab** key combo. In tables and drop-down menus, navigate using the **Arrow** keys. The **Enter** or **Space** keys can then be used to make selections or to activate buttons.

- **Tab**—Advance to the next element
- **Shift+Tab**—Go back to the previous element
- **Arrow keys**—Navigate in tables and drop-down menus
- **Enter**—Make a selection or submit
- **Space**—Make a selection or activate a button

Color contrast

The text and background colors and control elements now meet WCAG 2.1 Level AA accessibility contrast guidelines. This allows text to be read clearly. Changes were made to increase the color contrast of the data picker and calendar components. Changes include text and background color adjustments to meet the contrast requirements while maintaining the same look and feel. In addition, an outline indicates which element or section is in focus for each widget.

Browser zoom and text sizing

Genesys Portal supports zooming in and out or resizing text using the browser's built-in controls, making it easier for some viewers to read text on the screen.

Resources and tools used

Testing tools

- deque.com
- Lighthouse

Screen readers

- JAWS