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Real-time Reporting with Pulse

Genesys Pulse Accessibility

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- Supervisor

Genesys Pulse accessibility features and guidelines.

Related documentation:

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Genesys provides a Voluntary Product Accessibility Template® — VPAT® report from ITI — to document conformance of Genesys Pulse to WCAG 2.1 Level A specification. 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 2.1 specification, as this is an international standard adopted and recognized by our customers worldwide. You can download Genesys VPAT® here: [Genesys Accessibility Conformance Report](#).

What is WCAG

Web Content Accessibility Guidelines (WCAG) 2.1 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these, and some accommodation for learning disabilities and cognitive limitations; but will not address every user need for people with these disabilities. These guidelines address accessibility of web content on desktops, laptops, tablets, and mobile devices. Following these guidelines will also often make Web content more usable to users in general.

Screen Readers

Starting with release 9.0.005, Genesys Pulse supports screen reader in the following desktop environment:

Windows 10, NVDA Version 2020.1 with Google Chrome 81 and Mozilla Firefox 76.

Although, Genesys recommends the above-mentioned configuration in order to assist users with vision, hearing, or mobility impairments in gaining greater access, Genesys Pulse will work with other screen readers like VoiceOver or JAWS and content is read as long as the screen reader model is supported on that particular browser.

Important

- Not all Genesys Pulse Widget Types provide the same level of experience when using with assistive technologies like screen readers. Genesys recommends the following Widget Types to be used in such cases:
 - Grid widget
 - Donut widget
 - KPI widget
 - Wallboard KPI widget
 - List widget
 - Text widget
 - Alert widget
 - Data view
- Genesys Pulse provides limited support of screen readers in management interfaces.

Keyboard Navigation

Starting with release 9.0.003, Genesys Pulse supports keyboard navigation.

Video: Navigate Pulse using the keyboard

[Link to video](#)

Watch this video to learn how to navigate Pulse using the keyboard.

Basic Navigation Shortcuts

The following shortcuts are available to navigate among components:

- Tab—Moves the focus to the next component (menu, field, button, view, and so on).
- Shift + Tab—Moves the focus to the previous component (menu, field, button, view, and so on).

In most cases movement occurs from left to right and from top to bottom.

The following shortcuts are available to manipulate controls (menus, check boxes, and buttons):

- ENTER—For buttons, tabs, and menu items, executes the associated action or selects the associated option.

- SPACE—For buttons and check boxes, executes the associated action or selects the associated option.
- DOWN/UP ARROW—Moves down or up in menus. All menus can be opened with the DOWN ARROW.
- LEFT/RIGHT ARROWS—Moves within the group of related radio button options.
- END/HOME—Moves to the first or last item in the menu.

Limitations

- Keyboard navigation from widget to widget on the dashboard does not rely on the visual order.
- Historical data on the Line chart is not accessible by keyboard navigation.
- Widget summary is not accessible by keyboard navigation.
- Widget content can not be scrolled with keyboard navigation.
- Sorting on the Grid widget and Management screens can not be performed with keyboard navigation.

Browser Zoom and Text Resizing

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

The following shortcuts are typical for browser's zooming in and out:

| | Windows | macOS |
|----------|----------------|--------------|
| Zoom In | Ctrl and '+' | ⌘ and '+' |
| Zoom Out | Ctrl and '-' | ⌘ and '-' |