

[Genesys] Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: PEC Portal/v8.5.300.09

Report Date: 19/08/2021

Product Description: Displays all Genesys applications configured for a tenant

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Notes:

Evaluation Methods Used:

- ✓ Used Axe plugin to identify the gaps
- ✓ Verified using chrome lighthouse extension
- ✓ Tested using JAWS screen reader

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Provided ARIA-Label help icons and logo, also labels provided for all widget icons
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No audio or video elements present
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No audio or video elements present
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No audio or video elements present
1.3.1 Info and Relationships (Level A)	Supports	Used semantic tags and ARIA roles to represent the structure
1.3.2 Meaningful Sequence (Level A)	Supports	Content is presented in in meaningful sequence
1.3.3 Sensory Characteristics (Level A)	Not Applicable	Nothing depends on sensory characteristics of components
1.4.1 Use of Color (Level A)	Not Applicable	Color is not used to indicate any action
1.4.2 Audio Control (Level A)	Not Applicable	No audio or video elements present
2.1.1 Keyboard (Level A)	Supports	Keyboard navigation provided
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard trap
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Keyboard Shortcut is not provided as the widgets and categories will differ for each customer
2.2.1 Timing Adjustable (Level A)	Not Applicable	No time limit is set by the content
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	No blinking or auto updating information present
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	No Flash elements present
2.4.1 Bypass Blocks (Level A)	Not Applicable	No repeated blocks present
2.4.2 Page Titled (Level A)	Supports	Title is provided
2.4.3 Focus Order (Level A)	Supports	Focus order is maintained using tab index
2.4.4 Link Purpose (In Context) (Level A)	Supports	All links have meaningful link text which clearly describes its purpose
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	No path-based gestures present for any operation
2.5.2 Pointer Cancellation (Level A 2.1 only)	Not Applicable	No touch event or drag and drop present

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Not Applicable	No images of text present except logo
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	No motion activated input present
3.1.1 Language of Page (Level A)	Supports	Lang attribute is provided in html tag with default language as “en”
3.2.1 On Focus (Level A)	Supports	Focus is maintained till the user initiates next action
3.2.2 On Input (Level A)	Not Applicable	No input elements present with onchange event
3.3.1 Error Identification (Level A)	Not Applicable	No input fields are used and no backend is used. Hence no need to handle any error identification
3.3.2 Labels or Instructions (Level A)	Supports	Labels are provided for all widgets
4.1.1 Parsing (Level A)	Supports	All HTML tags are well formed
4.1.2 Name, Role, Value (Level A)	Supports	Roles are provided wherever necessary

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No audio or video elements present
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No audio or video elements present
1.3.4 Orientation (Level AA 2.1 only)	Supports	Both portrait and landscape display orientation I supported
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Not Applicable	No form input fields present
1.4.3 Contrast (Minimum) (Level AA)	Supports	We are following UX brand3 styles and it is already complaint with this
1.4.4 Resize text (Level AA)	Supports	User can zoom the page to 200% and can access all elements and functionality in the page
1.4.5 Images of Text (Level AA)	Not Applicable	No images of text present except logo
1.4.10 Reflow (Level AA 2.1 only)	Supports	Images are presented without any scrollbars
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	Images are designed as per UX3.0 guidelines and it is already complaint with this

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	Spacing is provided as per accessibility requirement
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Not Applicable	No additional content provided when hover or focus
2.4.5 Multiple Ways (Level AA)	Not Applicable	There is only single page and multiple navigation is not needed
2.4.6 Headings and Labels (Level AA)	Supports	Provided descriptive headings and labels
2.4.7 Focus Visible (Level AA)	Supports	Keyboard focus is visible on all the keyboard accessible elements
3.1.2 Language of Parts (Level AA)	Supports	Lang attribute is specified
3.2.3 Consistent Navigation (Level AA)	Supports	This has single webpage and navigation is consistent
3.2.4 Consistent Identification (Level AA)	Supports	No duplicated functionality in the page
3.3.3 Error Suggestion (Level AA)	Not Applicable	No form input fields present
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	No form input fields present
4.1.3 Status Messages (Level AA 2.1 only)	Not Applicable	It is a static html page and there is no need to show status message.