Genesys Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Workspace Web Edition 9.0 (9.0.000.88)

Report Date: October 18th, 2021

Product Description: Workspace Web Edition (WWE) is a web-based Agent Desktop that provides a web client interface to access Genesys Services in both on-premises and in cloud environments. It enables agents and knowledge workers to non-intrusively access the information, processes, and applications they need to perform their jobs more efficiently and to ensure increased customer satisfaction.

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Notes: Workspace Web Edition is an HTML 5 thin-client application.

Evaluation Methods Used: The Workspace Web Edition was evaluated using Chrome, Edge, Firefox, Internet Explorer 11 on a Windows 10 desktop computer. Assistive technologies used in this evaluation included NVDA and JAWS (screen readers) and exclusive use of the keyboard to navigate and operate the site content and functionality.

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 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (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.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	WWE provides sufficient text alternatives for non-text content. Images and icons have an accessible name to convey their meaning to assistive technologies (aria-labelledby, aria-label, alt attribute for images). If element has no visible label (e.g. image buttons), a tooltip is used.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	WWE does not contain pre-recorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	WWE does not contain pre-recorded synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	WWE does not contain pre-recorded video content that would require audio description or a media alternative.
1.3.1 Info and Relationships (Level A)	Supports	Landmarks and regions are used to identify regions of a page. WWE uses common HTML elements to define the structure and meaning of the elements on the page (e.g. lists, tables, trees, etc.). Also, text alternatives are used if needed. Required fields use a red asterisk and can be programmatically identified by aria-required attribute.
1.3.2 Meaningful Sequence (Level A)	Supports	The reading and navigation order is logical and intuitive in WWE.
1.3.3 Sensory Characteristics (Level A)	Supports	WWE instructions do not rely solely on the sensory characteristics of components. Each component can be identified by its text description.
1.4.1 Use of Color (Level A)	Supports	WWE content and functionality does not convey information through color alone. Information provided by color also has a text alternative.
1.4.2 Audio Control (Level A)	Supports	WWE provides the ability to control audio volume level.

Criteria	Conformance Level	Remarks and Explanations
		With WebRTC or Genesys Softphone in connector mode, the agent can adjust the speaker and the microphone from the Interaction Toolbar.
2.1.1 Keyboard (Level A)	Supports	WWE functionality can be accessed and operated using a keyboard. All clickable interactive elements presented in WWE are also focusable and can be activated by a keyboard. WWE also uses a custom 'title' tooltip that can be activated by keyboard focus.
2.1.2 No Keyboard Trap (Level A)	Supports	WWE does not include keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	WWE allows remapping of existing shortcuts by changing the corresponding option.
2.2.1 Timing Adjustable (Level A)	Supports	WWE usually has options for adjusting/turning off. This is applicable, for instance, for warnings that may become hidden after a time (e.g. alert timeout, no-record timeout, inactivity alert dialog timeout).
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	No function with auto-updating (like channel status or statistics) does not require pause/stop.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	WWE does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	WWE uses landmarks and regions to allow quick navigation between main parts of the application. Also, WWE contains widgets with arrow navigation to simplify navigation inside large sets of items (e.g. Team Communicator, Notification list, Performance tracker).
2.4.2 Page Titled (Level A)	Not Applicable	Not applicable for a single-page application. The main page has a title.
2.4.3 Focus Order (Level A)	Supports	WWE components receive focus in a meaningful order.
2.4.4 Link Purpose (In Context) (Level A)	Supports	WWE has a clear purpose of links. The purpose of each link in the site can be determined from the link text alone or from the programmatic context of the link.
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	WWE does not rely on multipoint or path-based gestures.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	WWE functions that use a single pointer are completed when the user releases the pointer. Down-events aren't used for interactive element activation.
2.5.3 Label in Name (Level A 2.1 only)	Supports	The accessible name of each user interface component that includes a visible text label corresponds to that label text. WWE user interface components may use accessible labels with the same value as its visible label or use accessible labels with additional description.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	No motion used in the WWE.
3.1.1 Language of Page (Level A)	Supports	WWE identifies the primary language of a Web page in the HTML page header using the "lang" attribute.
3.2.1 On Focus (Level A)	Supports	No unexpected actions occur when a particular WWE UI element receives keyboard focus.
3.2.2 On Input (Level A)	Supports	Changes of context do not occur automatically on user input.
3.3.1 Error Identification (Level A)	Supports	Where errors are automatically detected, the error is identified, and an error message is provided as text. In case of incorrect input, WWE provides a validation message.
3.3.2 Labels or Instructions (Level A)	Supports	Labels in WWE are descriptive and unambiguous
4.1.1 Parsing (Level A)	Supports	WWE uses semantically correct markup for interface elements; has complete start and end tags; and has tags with unique ID values.
4.1.2 Name, Role, Value (Level A)	Supports	The name and state of WWE UI components can be determined, and the state can be changed.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No live captions in WWE.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No pre-recorded audio description in WWE.
1.3.4 Orientation (Level AA 2.1 only)	Supports	WWE doesn't restrict its view to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	WWE input clearly identifies input purpose using visible labels and aria semantics.
1.4.3 Contrast (Minimum) (Level AA)	Supports	WWE uses the contrast ratio required for text elements.
1.4.4 Resize text (Level AA)	Supports	WWE content and user interfaces support standard zoom capabilities built into modern web browsers and operating systems.
1.4.5 Images of Text (Level AA)	Supports	Only the WWE logo used as an image
1.4.10 Reflow (Level AA 2.1 only)	Does Not Support	WWE requires a two-dimensional layout to accommodate many rich widgets and complex tables. To effectively perform their job, users must monitor several widgets simultaneously. To avoid missing dynamic widget changes and scrolling content to monitor multiple widgets in a vertical layout, Genesys recommends, at minimum, a medium-sized landscape screen which is equivalent to 200% zoom and gives 640x512 CSS pixel resolution. In addition, screen magnifiers may be used to safely provide additional zoom without affecting page layout.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	Meaningful non-text content elements have sufficient contrast.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	WWE functionality works well with increased spacing. WWE allows third parties to increase text spacing. No loss of content or functionality occurs when maximum required spacing requirements are set.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	WWE uses custom tooltips are dismissible and persistent. Also, these tooltips could be hoverable if special option was set.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)	Not Applicable	WWE is part of "except where the Web Page is the result of, or a step in, a process.". WWE is SPA and Sitemap or Search for content aren't applicable for this case.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels are descriptive in WWE (ensured by the Tech Writing team).
2.4.7 Focus Visible (Level AA)	Supports	When a user interface control receives focus, a visible indication is displayed around it.
3.1.2 Language of Parts (Level AA)	Not Applicable	WWE doesn't define parts with a language different than the default language.
3.2.3 Consistent Navigation (Level AA)	Supports	WWE uses consistent navigation. WWE is SPA and shouldn't be considered as a set of Web pages. Navigation elements like tabs or menu items don't change their order when the user interacts with them.
3.2.4 Consistent Identification (Level AA)	Supports	WWE has an icon set used everywhere, etc. Labeling for similar components is consistent.
3.3.3 Error Suggestion (Level AA)	Supports	Inputs have validation that is clear enough. Suggestions for correction are provided if possible.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Most of the important and irreversible operations are confirmed in WWE.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	When a status message appears in WWE, the Screen reader can announce it. WWE also may provide the ability to announce status messages via the live region.

Table 3: Success Criteria, Level AAA

Notes: Level AAA is not evaluated.

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