

# Genesys Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Workforce Management (WFM) Agent user interface 8.5.218.29

**Report Date:** May 2021

**Product Description:** WFM Web for Agents is a web-based application that enables contact center managers to distribute schedule information to their employees and provides agents with proactive scheduling capabilities.

**Contact Information:** accessibility@genesys.com

**Notes:**

**Evaluation Methods Used:** Google Lighthouse and Axe: Web Accessibility Testing

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No )

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.1</a>	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 2.1 Conformance Requirements](#).

# WCAG 2.0 Report – Level A and AA for Genesys Workforce Management

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not applicable	No audio or video content
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not applicable	No audio or video content
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not applicable	No audio or video content
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially supports	Not fully supported: ARIA24: Semantically identifying a font icon with role="img". H63: Using the scope attribute to associate header cells and data cells in data tables. H43: Using the ID and header attributes to associate data cells with header cells in data tables.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Partially supports	Not fully supported: G14: Ensuring that information conveyed by color differences is also available in the text. Not all information presented in color has alternative text.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not applicable	No audio or auto sound content
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially supports	Not fully supported: G202: Ensuring keyboard control for all functionality. Table headers don't support keyboard selection but additionally controls were added to support the same functionality.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	The time limit for error, confirmation, and validation messages can now be changed by the user, by checking/enabling a check box in the Web for Agents UI to prevent the message dialog from closing after 5 seconds. When this option is enabled, the message remains open until the user clicks 'Close'.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially supports	Not fully supported: SCR37: Creating custom dialogs in a device-independent way SCR27: Reordering page sections using the Document Object Model
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Supports	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially supports	Not fully supported: G83: Providing text descriptions to identify required fields that were not completed. H90: Indicating required form controls using label or a legend.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not applicable	No audio or video content
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not applicable	No audio or video content
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	Text can be revised up to 200 percent without loss of content of functionality.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Partially supports	Content cannot be presented without loss of information or functionality for 320 CSS pixels or viewport width of 1280 CSS pixels wide at 400% zoom. Increasing the zoom to 400% with a width of 1280 CSS results in overlapping content. An alternative conforming version, the WFM Agent Mobile interface, can be used with the required 320px wide layout.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Partially supports	With recommended settings: <ul style="list-style-type: none"> <li>Line height (line spacing) to at least 1.5 times the font size</li> <li>Spacing following paragraphs to at least 2 times</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		the font size <ul style="list-style-type: none"> <li>Letter spacing (tracking) to at least 0.12 times the font size</li> <li>Word spacing to at least 0.16 times the font size</li> </ul> There are a few places with overlapping text.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Does not support	For the majority of the product content, the Language is set during the installation process and cannot be changed. The “Css lang” property is set according to the selected language. Calendars can be displayed in the location/language that is selected in the browser.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not applicable	Applicable for web pages that cause legal commitments or financial transactions.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Supports	

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Not applicable	No audio/video content
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Not applicable	No audio/video content
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Not applicable	No audio/video content
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not applicable	No audio/video content

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 only)	Supports	
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Partially supports	Not fully supported: The visual presentation of text and images of text has a contrast ratio of at least 7:1 (Level AAA). Currently, for some components the expected contrast ratio is 4.5:1.
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Not applicable	No audio/video content
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Supports	
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Supports	
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Partially supports	Headers in the tables are not available with keyboard.
<a href="#">2.2.3 No Timing</a> (Level AAA)	Partially supports	Error/Success messages time limit cannot be changed by the user.
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Supports	
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Partially supports	Not fully supported: G105: Saving data so that it can be used after a user re-authenticates. Only limited data set is restored.
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 only)	Partially supports	No announcement that session might be stopped.
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Supports	
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 only)	Partially supports	No method of stopping animation in few places.
<a href="#">2.4.8 Location</a> (Level AAA)	Partially supports	No breadcrumb trail or site map.
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Supports	
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Partially supports	Not fully supported: H69: Providing heading elements at the beginning of each section of content.
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 only)	Supports	The size of the target is determined by the user agent and is not modified by the author.
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 only)	Not evaluated	Needs additional testing on devices with different input mechanisms.
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Not applicable	No unusual words used.
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Partially supports	Not fully supported: G97: Providing the first use of an

Criteria	Conformance Level	Remarks and Explanations
		abbreviation immediately before or after the expanded form. There are few common abbreviations without expanded form.
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Partially supports	Does not support: G86: Providing a text summary that can be understood by people with lower secondary education reading- level ability.
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Not applicable	No words with special pronunciation used.
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Partially supports	Announcement should be added about instant changes of content such as redirect between modules Schedule and Trading when creating trade request.
<a href="#">3.3.5 Help</a> (Level AAA)	Partially supports	Not Supported: G184: Providing text instructions at the beginning of a form or set of fields that describes the necessary input.
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Supports	

## Legal Disclaimer

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