Genesys Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Workforce Management (WFM) Agent user interface 8.5.219.30

Report Date: May 2022

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
[Web Content Accessibility Guidelines 2.0](#)	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
[Web Content Accessibility Guidelines 2.1](#)	Level A (Yes)

Standard/Guideline	Included In Report
	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 2.1 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.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Support	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No audio or video content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No audio or video content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No audio or video content.
1.3.1 Info and Relationships (Level A)	Supports	In the new WFM Web for Agents UI, the information structure and relationships are presented according to required standards.
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	In the new WFM Web for Agents UI, most color elements have alternative text. In views such as calendars or schedules, where information is presented in a graphical view, the color is the main and only representation of the data. However, in all such views, there are also separate detail views where all information is presented in text form.
1.4.2 Audio Control (Level A)	Not Applicable	No audio or auto sound content.
2.1.1 Keyboard (Level A)	Partially Supports	Not fully supported: • G202: Ensuring keyboard control for all functionality. In the new WFM Web for Agents UI, all elements except table headers can be accessed with a keyboard as well as with a mouse. Table headers do not support keyboard selection (due to a limitation in the external GWT library). To allow keyboard control for "select all" and column sorting options, custom keyboard actions have been added, which are activated when the keyboard focus in on the table. By pressing the number key that corresponds to the column order number from left to right, the user either activates "select all" or switches the sort mode on the column. The action is announced by the screen reader when the user keyboard focus is on the table column.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Support	
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Support	
2.2.1 Timing Adjustable (Level A)	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Support	
2.3.1 Three Flashes or Below Threshold (Level A)	Support	
2.4.1 Bypass Blocks (Level A)	Support	
2.4.2 Page Titled (Level A)	Support	
2.4.3 Focus Order (Level A)	Partially Supports	Overall, in the new WFM Web for Agents UI, all elements on the pages are navigated sequentially. Not fully supported: • SCR37: Creating Custom Dialogs in a Device Independent Way This rule requires the pop-up/modal window to be placed into the Document Object Model (DOM) immediately after the element that triggered it. In some places, data pickers and pop-up panels are placed at the end of the DOM. This is because the external GWT library being used produces the DOM by inserting pop-up components at the end of the DOM model rather than after the triggering elements.
2.4.4 Link Purpose (In Context) (Level A)	Support	
2.5.1 Pointer Gestures (Level A 2.1 only)	Support	
2.5.2 Pointer Cancellation (Level A 2.1 only)	Support	
2.5.3 Label in Name (Level A 2.1 only)	Support	
2.5.4 Motion Actuation (Level A 2.1 only)	Support	
3.1.1 Language of Page (Level A)	Support	
3.2.1 On Focus (Level A)	Support	
3.2.2 On Input (Level A)	Support	
3.3.1 Error Identification (Level A)	Support	
3.3.2 Labels or Instructions (Level A)	Supports	The new WFM Web for Agents UI provides labels and instructions when content requires user input. Users are notified if certain fields are not completed correctly. Input fields requiring time or date inputs have a list of valid choices. Text

Criteria	Conformance Level	Remarks and Explanations
		descriptions are provided to identify required fields that were not completed. Required form controls are displayed.
4.1.1 Parsing (Level A)	Support	
4.1.2 Name, Role, Value (Level A)	Support	

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 content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	No audio or video content.
1.3.4 Orientation (Level AA 2.1 only)	Support	
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Support	
1.4.3 Contrast (Minimum) (Level AA)	Support	
1.4.4 Resize text (Level AA)	Support	Text can be resized up to 200% without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Support	
1.4.10 Reflow (Level AA 2.1 only)	Partially Support	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, WFM Agent Mobile interface, can be used with the required 320px wide layout. The WFM Agent Mobile interface opens by default on small screen devices.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Support	
1.4.12 Text Spacing (Level AA 2.1 only)	Support	
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Support	
2.4.5 Multiple Ways (Level AA)	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Support	
2.4.7 Focus Visible (Level AA)	Support	
3.1.2 Language of Parts (Level AA)	Support	
3.2.3 Consistent Navigation (Level AA)	Support	
3.2.4 Consistent Identification (Level AA)	Support	
3.3.3 Error Suggestion (Level AA)	Support	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	
4.1.3 Status Messages (Level AA 2.1 only)	Support	

Legal Disclaimer

This Genesys Accessibility Conformance Report (**"Report"**), as of the date of publication (shown as **"Report Date"**) in the table shown at the beginning of this Report, contains the current view of Genesys regarding the accessibility standards and guidelines described herein. This Report, however, is provided "as is" and for informational purposes only. You understand and agree that Genesys is not responsible for any issues that may arise from the development or use of any alternation, derivation, modification, or customization to the information provided hereunder (or to the products and services licensed to you) (collectively **"Modifications"**) and that any such Modifications will, among other things, render some or all of this Report to become inapplicable. For the avoidance of all doubt, all content in this Report is intended for general information only and should not be construed as legal advice applicable to your particular situation. Further, in no event, will Genesys be responsible for providing, implementing, configuring, or coding the materials or services licensed to you in a manner that complies with any laws, statutes, rules, regulations, ordinances and other pronouncements having the effect of law that apply to your business or industry, including any accessibility standards, guidelines, or mandates **(collectively "Customer Specific Laws")**. You agree to comply with any such Customer Specific Laws, and in no event will Genesys be liable for any claim or action arising from or related to your failure to comply with any Customer Specific Laws.

.