GENESYS™

Genesys Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Genesys Pulse 9.0.005.02

Report Date: May 25, 2020

Product Description: Genesys Pulse is a widget-driven, graphical user application. Using a direct communication link to a real-time metrics engine, Stat Server, Genesys Pulse enables at-a-glance views of real-time contact center statistics.

Evaluation Methods Used: Both manual and using tools like NVDA, ANDI, Google Lighthouse.

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) Level AA (No) Level AAA (No)

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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.

WCAG 2.1 Report – Level A for Genesys Pulse

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	For all the non-text contents like images, icons, buttons in the Genesys Pulse, text alternatives were provided using aria tagging, except for graphical charts. Even though chart legends are readable, grid widget is advised for using with assistive technologies.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Genesys Pulse does not contain prerecorded audio or video content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Genesys Pulse does not contain prerecorded audio or video content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Genesys Pulse does not contain prerecorded audio or video content.
1.3.1 Info and Relationships (Level A)	Partially Supports	Genesys Pulse conveys information, structure, and relationships by accessible methods providing ARIA landmarks and appropriate role attributes. With exception of Management Screens ("Dashboard Management", "Wallboard Management", "Widget Management", "Widget Template Management", "Import/Export Options")

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Partially Supports	Genesys Pulse presents content in a meaningful order for a correct reading sequence and navigation order. Arabic locale has a special LRM/RLM symbols when mixing languages. With exception of Management Screens.
1.3.3 Sensory Characteristics (Level A)	Partially Supports	Genesys Pulse does not rely solely on shape, size, visual location, orientation, or sound in order to operate and presents all the information in text. With exception of Management Screens and a warnings which rely on elements position (e.g. "At least one of the above options must be selected.")
1.4.1 Use of Color (Level A)	Partially Supports	Genesys Pulse doesn't solely depend on color to convey information. Except for graphical charts, even though chart legends are readable, historical data they represent depends on color. Grid widget is advised for using with assistive technologies.
1.4.2 Audio Control (Level A)	Not Applicable	No audio content is available in Genesys Pulse.
2.1.1 Keyboard (Level A)	Supports	All the active elements in the product are in the focus order and operable through a keyboard only interface via the standard tab key and arrow keys as required by the criteria.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Supports	Genesys Pulse does not contain keyboard traps, does not contain overlay modal content which is impossible to close.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Genesys Pulse does not implement any character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Not Applicable	Genesys Pulse does not have any time limits.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Due to the real-time nature Pulse can automatically update data frequently (10 seconds or less with enabled Quick Widget Updates option) but frequency can be adjusted by widgets refresh rate settings.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Pulse does not contain any element that flashes 3 or more times per second. However, it's recommended to adjust Widgets refresh rate and carefully use available color settings (Text Widget color settings, Wallboard theme and color settings).
2.4.1 Bypass Blocks (Level A)	Does Not Support	Genesys Pulse does not provide an option for skipping the repetitive elements contents.
2.4.2 Page Titled (Level A)	Supports	Genesys Pulse is a single page application with a title provided in index.html

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Supports	All the active elements in the Genesys Pulse are focusable and allowing user to tab through them in a logical order.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Genesys Pulse meets the criteria where link texts are provided to describe the purpose of the links.
2.5.1 Pointer Gestures (Level A 2.1 only)	Partially Supports	Genesys Pulse doesn't contain any functionality for which usage of multipoint gestures is necessary. For vertical and horizontal scrollbars path-based gesture is used, however widget size can be changed without path-based gesture, in the widget settings.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Genesys Pulse meets the criteria where the completion of an action is on the 'up-event' that allows the user to abort the path-based function execution before the action is completed.
2.5.3 Label in Name (Level A 2.1 only)	Supports	All user interface components have labels that include text or images of text, the name contains the text that is presented visually. With exception of Management Screens.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	Genesys Pulse doesn't have any motion-controlled inputs.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	Genesys Pulse meets this requirement by providing "lang" attribute for the page.
3.2.1 On Focus (Level A)	Supports	Genesys Pulse does not initiate change of context leading to unexpected behavior when any component receives focus.
3.2.2 On Input (Level A)	Supports	Changing settings of the component does not automatically cause changing context unless clearly specified.
3.3.1 Error Identification (Level A)	Partially Supports	Genesys Pulse provides clear indication of errors for the required. Aria-Invalid attributes are added on the error input fields. With Exception of Management screen.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Genesys Pulse provides labels or instructions when content requires user input. With Exception of Management screens.
4.1.1 Parsing (Level A)	Supports	Genesys Pulse provides error-free HTML (opening and closing tags are used correctly, id attributes are unique across the page, etc.)
4.1.2 Name, Role, Value (Level A)	Partially Supports	All the user interface components in the product expose the correct names, roles, values, states and aria-labels. With exception of Management Screens.

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