

Genesys Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Genesys Cloud

Report Date: July 2024

Product Description: Genesys Cloud omnichannel agent desktop is a single user interface that unifies the agent experience across voice, digital, messaging, and social channels. It puts the customer at the center of every conversation and provides a set of tools to help drive customer satisfaction and agent efficiency.

Contact Information:

- Feedback & Questions: accessibilityfeedback@genesys.com
- Issues: to report an Accessibility issue, open a case with [Genesys Cloud Product Support](#)

Notes: Content that is uploaded by end users to Genesys Cloud or any third-party applications that are embedded within Genesys Cloud are not within the scope of this document. This version supersedes any prior versions. The latest version of this Accessibility Conformance Report (ACR) will be available on the Genesys Cloud Resource Center: <https://help.mypurecloud.com/articles/about-accessibility/>

Evaluation Methods Used:

Assistive Technologies: ZoomText 2024, JAWS 2024, NVDA 2024.1, Dragon Naturally Speaking, Read&Write Gold

Accessibility Testing Tools: axe DevTools

Testing Methodology: Automated Testing using axe, then manual testing using a keyboard only, along with and without assistive technologies. We also set the saturation of the monitor down to 0 so we could observe from a perspective of a color-blind user. Setting the saturation down to 0 makes it grayscale instead of color.

Operating Systems/Browsers: Windows 10, Chrome and Edge

Evaluation performed by: [LighthouseWorks](#)

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) |
| Web Content Accessibility Guidelines 2.2 | Level A (Yes) Level AA (Yes) Level AAA (No) |

| Standard/Guideline | Included In Report |
|---|--------------------|
| Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018 | (Yes) |
| EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03) | (Yes) |

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 only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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 |
|---|---|---|
| <p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Main Page: (Login): Supports Main Menu: Supports Search Results: Supports Profile: Supports Forward My Calls: Not Applicable WebRTC Settings: Supports Preferences, Notifications: Supports Preferences, Chat: Supports Preferences, Password: Supports Preferences, Voicemail PIN: Supports Preferences, Language: Supports Preferences, Sound: Supports Preferences, Video: Supports Activate Queues: Supports Calls, Call Controls: Supports Calls, Wrap Up: Supports Calls, Dial Pad: Supports Call History: Supports Transfer / Consult: Supports Favorites: Supports Agent Assistance: Supports Interactions, Settings: Supports Interactions, Start a Conversation: Supports</p> | <p>Any workflows marked “Not Applicable” do not contain non-text content such as images.</p> |
| <p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) | <p>Not Applicable</p> | <p>This standard depends on user content. Only the web application itself does not have any audio/video content that needs captions and/or audio description.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not Applicable | This standard depends on user content. |
| <p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) | Not Applicable | This standard depends on user content. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--|--|
| <ul style="list-style-type: none"> • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Main Page (Login): Supports Main Menu: Partially Supports Search Results: Partially Supports Profile: Partially Supports Forward My Calls: Supports WebRTC Settings: Partially Supports Preferences, Notifications: Supports Preferences, Chat: Supports Preferences, Password: Supports Preferences, Voicemail PIN: Supports Preferences, Language: Supports Preferences, Sound: Supports Preferences, Video: Supports Activate Queues: Partially Supports Calls, Call Controls: Partially Supports Calls, Wrap Up: Supports Calls, Dial Pad: Partially Supports Call History: Partially Supports Transfer / Consult: Supports Favorites: Partially Supports Agent Assistance: Does Not Support Interactions, Settings: Supports Interactions, Start a Conversation: Partially Supports</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-80</p> <p>MAIN MENU:</p> <p>Screen readers not speaking visual indicator (1): Also applies to: 4.1.2 (A) Location: Any currently selected page such as Activity or Documents Issue(s): For those who use a screen reader, none of the currently selected links speak the current active page. Only visuals communicate which links are selected in a web application and those who are blind cannot see visuals.</p> <p>Missing ARIA attributes (3): Also applies to: 4.1.2 (A) Location:</p> <ul style="list-style-type: none"> • Directory • Performance • Apps <p>Issue(s): The menu items with an arrow after the name indicates that this will open a submenu, but users of screen readers won't know if the submenu has expanded or collapsed.</p> <p>Missing ARIA attributes and keyboard support (!): Also applies to: 2.1.1 (A), 4.1.2 (A) Location: Search field that shows the drop-down list</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|---|
| | | <p>Problems: When we type in the search box, a drop-down menu appears showing the search results. We cannot access the dropdown menu by using the arrow keys or the TAB key. This is what we refer to the text box and a list box that contains a “Show results” as an “editable combobox.”</p> <p>PROFILE, ACTIVATE QUEUES, FAVORITES:</p> <p>ARIA Misuse (1): Also applies to: WCAG 4.1.2 Locations: Expand/Collapsed button (<code><button aria-label=“Expand” ... id=“target-for-tooltip-or-popover-2” aria-describedby=“ember8722” tabindex=“0”></code>) Issue(s): It’s great that ARIA is used to announce screen readers regarding what the name of the button is, but it does not communicate whether the panel to the left of the Activities screen is maximized or unmaximized. When we activate the expand button, screen readers would say “collapse collapse.” Activating the “collapse” button will have screen readers say “expand expand.” That “expand” and collapsed” is for an aria-expanded attribute and that attribute is for showing and hiding content, not for maximizing and downsizing a panel. We figured “downsizing” is an appropriate word as “minimize” is the opposite of “maximize,” but for a desktop operating system such as Windows, minimizing means the application hide in a taskbar (or a dock in case of macOS); that’s why we chose “downsize” as the appropriate word.</p> <p>SEARCH RESULTS:</p> <p>Missing ARIA attributes (1) Also applies to: 4.1.2 (A) Location: “More” button in search results widget Issue(s): Similar to what was found in the main menu widget, the “more” button that has a submenu does not announce expanded and collapsed depending on if the dropdown is shown or not.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--|
| | | <p>WEBRTC SETTINGS:</p> <p><i>ARIA/Role Misuse (1):</i> Also Applies To: 4.1.2 (A) Location: “Use Computer Settings” “button” for Audio Controls Issue(s): Users who rely on eyesight know it’s a combobox; for screen readers, users who are blind will tell sighted users “It’s a button” however users with eyesight will still argue it’s a combobox for selecting options. Such role misuse causes confusion for users who have eyesight or are blind and must rely on screen readers to interact with a web application.</p> <p>PREFERENCES, NOTIFICATIONS:</p> <p><i>Missing ARIA attributes (1):</i> Also applies to: 4.1.2 (A) Locations: Currently selected tab; in this case, "Notifications" Issue(s): Users of screen readers are not getting information regarding whether the tab (link) is currently selected.</p> <p>CALLS, CALL CONTROL:</p> <p><i>Missing ARIA attributes (9):</i> Also Applies to: WCAG 4.1.2 Locations:</p> <ul style="list-style-type: none"> • Mute • Hold • Secure Pause • Transfer • Consult • Conference • Screen sharing button • Resize active interaction panels (it’s the handle that is in between the two left/right panels) |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--|
| | | <p>Issue(s):</p> <ul style="list-style-type: none"> For mute, hold, and secure pause buttons, these buttons do not indicate whether the function is activated or not. For transfer, consult, conference buttons, screen sharing button, and resize handle, these buttons do not indicate whether additional content is shown or not, although the transfer button did announce “collapsed” if the transfer section is not shown. <p>INTERACTIONS, START A CONVERSATION:</p> <p>Certain ARIA roles must contain particular children (1): HTML: <ul role="tablist" class="nav nav-tabs"> Issue(s): To solve this problem, fix at least (1) of the following: Element has children which are not allowed: li[tabindex]</p> <p>Certain ARIA roles must be contained by particular parents (3): HTML:</p> <ol style="list-style-type: none"> <button aria-expanded="true" role="tab" type="button" class="app-tab-title btn btn-link menu-selector new-call" data-ember-action="" data-ember-action-5313="5313"> <div style="text-align: center;">Make Call</div> </button> <button aria-expanded="false" role="tab" type="button" class="app-tab-title btn btn-link menu-selector new-email" data-ember-action="" data-ember-action-5314="5314"> <div style="text-align: center;">Send Email</div> </button> <button aria-expanded="false" role="tab" type="button" class="app-tab-title btn btn-link menu-selector new-message" data-ember-action="" data-ember-action-5315="5315"> |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--|
| | | <p style="text-align: right;">Send Message </button></p> <p>Issue(s):</p> <ul style="list-style-type: none"> • Required ARIA parent role not present: tablist • Required ARIA parent role not present: tablist • Required ARIA parent role not present: tablist <p> elements must be contained in or (3):</p> <p>HTML:</p> <pre> 1. <li class="nav-item active"> <button aria- expanded="true" role="tab" type="button" class="app-tab-title btn btn-link menu- selector new-call" data-ember-action="" data-ember-action-5313="5313"> Make Call </button> 2. <li class="nav-item "> <button aria- expanded="false" role="tab" type="button" class="app-tab-title btn btn-link menu- selector new-email" data-ember-action="" data-ember-action-5314="5314"> Send Email </button> 3. <li class="nav-item "> <button aria- expanded="false" role="tab" type="button" class="app-tab-title btn btn-link menu- selector new-message" data-ember-action="" data-ember-action-5315="5315"> Send Message </button> </pre> <p>Issue(s): List item does not have a , parent element without a role, or a role="list"</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|--|
| <p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> | <p>Main Page (Login): Supports</p> <p>Main Menu: Supports</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-81</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|--|
| <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Search Results: Supports Profile: Supports Forward My Calls: Supports WebRTC Settings: Supports Preferences, Notifications: Supports Preferences, Chat: Supports Preferences, Password: Supports Preferences, Voicemail PIN: Supports Preferences, Language: Supports Preferences, Sound: Supports Preferences, Video: Supports Activate Queues: Supports Calls, Call Controls: Partially Supports Calls, Wrap Up: Supports Calls, Dial Pad: Supports Call History: Supports Transfer / Consult: Supports Favorites: Supports Agent Assistance: Supports Interactions, Settings: Supports Interactions, Start a Conversation: Supports</p> | <p>CALLS, CALL CONTROLS:</p> <p><i>Colors alone should not be used to communicate state (1):</i> Locations: In the Create Contact screen, there is an enable/disable SMS button in the phone section. Issue(s): Set the monitor’s saturation/color control to 0 in order to view Genesys Cloud in grayscale without any colors. This is how testing is performed from the perspective of those who are colorblind. The state of the button is the same. It does not matter if the SMS is enabled (checked) or disabled (unchecked).</p> |
| <p><u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) | <p>Not Applicable</p> | <p>There is no audio that plays when Genesys Cloud Agent Interface is loaded.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--|---|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | <p>Main Page (Login): Supports</p> <p>Main Menu: Partially Supports</p> <p>Search Results: Supports</p> <p>Profile: Supports</p> <p>Forward My Calls: Supports</p> <p>WebRTC Settings: Supports</p> <p>Preferences, Notifications: Supports</p> <p>Preferences, Chat: Supports</p> <p>Preferences, Password: Supports</p> <p>Preferences, Voicemail PIN: Supports</p> <p>Preferences, Language: Supports</p> <p>Preferences, Sound: Supports</p> <p>Preferences, Video: Supports</p> <p>Activate Queues: Supports</p> <p>Calls, Call Controls: Partially Supports</p> <p>Calls, Wrap Up: Supports</p> <p>Calls, Dial Pad: Partially Supports</p> <p>Call History: Supports</p> <p>Transfer / Consult: Supports</p> <p>Favorites: Supports</p> <p>Agent Assistance: Does Not Support</p> <p>Interactions, Settings: Supports</p> <p>Interactions, Start a Conversation: Supports</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-82</p> <p>MAIN MENU:</p> <p>Missing ARIA attributes and keyboard support (!): Also applies to: 1.3.1 (A), 4.1.2 (A) This issue is already covered in the "Missing ARIA attributes and keyboard support" section in 1.3.1 (A).</p> <p>CALLS, CALL CONTROL:</p> <p>Scrollable region must have keyboard access (1): HTML: <code><div class="children-wrapper" style="width: 100%; height: auto; vertical-align: top;"></code> Issue(s): To solve this problem, fix at least (1) of the following:</p> <ul style="list-style-type: none"> Element should have focusable content Element should be focusable <p>Incomplete keyboard support (2): Locations: The following locations are in the "Schedule a Callback" screen.</p> <ul style="list-style-type: none"> Date text box with a widget Time text box with a widget <p>Issue(s): The text boxes do work; however, users who use a keyboard won't be able to access the widgets for setting the date and time.</p> <p>CALLS, DIAL PAD:</p> <p>Missing keyboard support (1): Location: Question mark after the "edit"/pencil link Issue(s): By using the mouse to hover over the question mark, a tooltip shows up. This is not true for users who can only rely on keyboard to</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| | | <p>navigate the web page. And of course, screen readers won't be able to read what is in the tooltip.</p> <p>AGENT ASSISTANCE:</p> <p>Missing keyboard support for showing additional content (1): Also applies to: 1.4.13 (AA) Locations: A hidden "Edit" (pencil) button next to the star button Issue(s): Only the users who use a mouse can access the edit button and those who only rely on the keyboard for navigation won't be able to edit the text in Agent Assistance. We decided to add 1.4.13 to the list of standards that fail because 1.4.13 deals with showing and hiding additional content by means of hovering over the heading with the star button or by focusing on the star button using the keyboard.</p> |
| <p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) | Not Applicable | GC agent interface does not make any use of keyboard shortcuts. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | | |
| <p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not Applicable | We did not encounter any session timeouts while idle. |
| <p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) | Not Applicable | We did not encounter any auto-updating content that can cause distraction for users. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| <ul style="list-style-type: none"> • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not Applicable | We did not encounter any flashes. This might depend on user content. |
| <p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply | <p>Main Page (Login): Partially Supports Main Menu: Not Applicable Search Results: Not Applicable Profile: Not Applicable Forward My Calls: Not Applicable WebRTC Settings: Not Applicable Preferences, Notifications: Supports Preferences, Chat: Not Applicable Preferences, Password: Not Applicable Preferences, Voicemail PIN: Not Applicable</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-83</p> <p>The workflows marked “not applicable” do not cause any issues for keyboard users who navigate the web application.</p> <p>MAIN MENU:</p> <p>Missing skip links for navigating to the main landmark (1): Location: No skip links</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--|---|
| <ul style="list-style-type: none"> • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs | <p>Preferences, Language: Not Applicable Preferences, Sound: Not Applicable Preferences, Video: Not Applicable Activate Queues: Not Applicable Calls, Call Controls: Partially Supports Calls, Wrap Up: Not Applicable Calls, Dial Pad: Not Applicable Call History: Not Applicable Transfer / Consult: Not Applicable Favorites: Not Applicable Agent Assistance: Not Applicable Interactions, Settings: Not Applicable Interactions, Start a Conversation: Not Applicable</p> | <p>Issue(s): A skip link is missing that directs users who rely on the keyboard for navigation to quickly get to the main landmark of the page. Skip links are important for efficiency reasons as it saves users from having to press the TAB key multiple times in order to get out of the main menu.</p> <p>CALLS, CALL CONTROL:</p> <p><i>Frames must have an accessible name (1):</i> Also applies to: 4.1.2 (A) The issue that Axe automated testing tool has found is due to the <iframe> tag in Calls, Call Control missing an accessible name. The section for WCAG 4.1.2 Level A covers this issue in more detail within the same Calls, Call Control section.</p> |
| <p>2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | |
| <p>2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria</p> | <p>Main Page (Login): Supports Main Menu: Supports Search Results: Supports</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-84</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---|--|
| <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Profile: Supports</p> <p>Forward My Calls: Supports</p> <p>WebRTC Settings: Supports</p> <p>Preferences, Notifications: Supports</p> <p>Preferences, Chat: Supports</p> <p>Preferences, Password: Supports</p> <p>Preferences, Voicemail PIN: Supports</p> <p>Preferences, Language: Supports</p> <p>Preferences, Sound: Supports</p> <p>Preferences, Video: Supports</p> <p>Activate Queues: Supports</p> <p>Calls, Call Controls: Partially Supports</p> <p>Calls, Wrap Up: Supports</p> <p>Calls, Dial Pad: Supports</p> <p>Call History: Supports</p> <p>Transfer / Consult: Supports</p> <p>Favorites: Supports</p> <p>Agent Assistance: Supports</p> <p>Interactions, Settings: Supports</p> <p>Interactions, Start a Conversation: Supports</p> | <p>CALLS, CALL CONTROL:</p> <p><i>Cannot tab into dropdown list after leaving the list (1):</i> Location: Dropdown list in “Create New Interaction” within the active interactions list Issue(s): Users who rely on the keyboard for navigation can open the “Create new interactions” list (a + symbol next to the name of the location). If a user presses shift+TAB to go back to the “+” button and tries to tab back into the list, a user will instead tab into the name of the queue but not tab into the dropdown list.</p> <p><i>Elements not in focus order (1):</i> Locations: Start Screen Sharing button Issue(s): When users open up the dropdown list for starting screen sharing, the users will have to tab through the list of buttons in order to get to the dropdown list that has been expanded. Because the “start screen sharing” is a “disclosure button” (that is, the button shows additional submenu items similar to opening a File menu in a desktop application), the focus must move to the dropdown list. Without the dropdown list being in focus order, this can make it cumbersome for users relying on the keyboard to navigate to additional menu items within the list.</p> <p><i>Focus not returned to the previously focused element (1):</i> Locations: Resize handle (it’s the handle between the two panels in the Interactions screen) Issue(s): Once the user chooses which panel size setting they want to use, the focus jumps to somewhere within the web application and we did accidentally discovered focusable tooltips that are part of the side menu items in the left side of the web application. The focus did not return to the resizing handle.</p> |
| <p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) | <p>Main Page (Login): Supports</p> <p>Main Menu: Supports</p> <p>Search Results: Supports</p> <p>Profile: Partially Supports</p> <p>Forward My Calls: Supports</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-85</p> <p>PROFILE:</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---|---|
| <ul style="list-style-type: none"> • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>WebRTC Settings: Supports</p> <p>Preferences, Notifications: Supports</p> <p>Preferences, Chat: Supports</p> <p>Preferences, Password: Supports</p> <p>Preferences, Voicemail PIN: Supports</p> <p>Preferences, Language: Supports</p> <p>Preferences, Sound: Supports</p> <p>Preferences, Video: Supports</p> <p>Activate Queues: Supports</p> <p>Calls, Call Controls: Supports</p> <p>Calls, Wrap Up: Supports</p> <p>Calls, Dial Pad: Partially Supports</p> <p>Call History: Supports</p> <p>Transfer / Consult:</p> <p>Favorites: Supports</p> <p>Agent Assistance: Partially Supports</p> <p>Interactions, Settings: Supports</p> <p>Interactions, Start a Conversation: Partially Supports</p> | <p>Links must have discernable text (1):</p> <p>Also applies to: 4.1.2 (A)</p> <p>HTML: <code></code></p> <p>Issue(s): To solve this problem, fix at least (1) of the following:</p> <ul style="list-style-type: none"> • Element does not have text that is visible to screen readers • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute <p>And fix the following:</p> <ul style="list-style-type: none"> • Element is in tab order and does not have accessible text <p>Note: That "Edit" (pencil) button is also found in the Interaction's "Start a Conversation" dialog in the "Make Call" tab, so the issue will not be repeated again. The same is in the Agent Assistance as well by hovering over the heading. The same issue is also in the Dial Pad below the Call button.</p> |
| <p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Not Applicable</p> | <p>We did not encounter any part of the user interface that makes use of pointer gestures.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | Not Applicable | This relates to WCAG 2.5.1. |
| <p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | Supports | |
| <p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> | Not Applicable | This standard only applies to hardware such as moving a hand on front of a webcam or shaking a phone. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | | |
| <p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p>3.2.1 On Focus (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
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| <ul style="list-style-type: none"> • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>3.2.2 On Input (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | Supports | |
| <p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> | <p>Main Page (Login): Supports</p> <p>Main Menu: Supports</p> <p>Search Results: Supports</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-86</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Profile: Supports</p> <p>Forward My Calls: Supports</p> <p>WebRTC Settings: Supports</p> <p>Preferences, Notifications: Supports</p> <p>Preferences, Chat: Supports</p> <p>Preferences, Password: Supports</p> <p>Preferences, Voicemail PIN: Supports</p> <p>Preferences, Language: Supports</p> <p>Preferences, Sound: Supports</p> <p>Preferences, Video: Supports</p> <p>Activate Queues: Supports</p> <p>Calls, Call Controls: Partially Supports</p> <p>Calls, Wrap Up: Supports</p> <p>Calls, Dial Pad: Supports</p> <p>Call History: Supports</p> <p>Transfer / Consult: Supports</p> <p>Favorites: Supports</p> <p>Agent Assistance: Supports</p> <p>Interactions, Settings: Supports</p> <p>Interactions, Start a Conversation: Supports</p> | <p>CALLS, CALL CONTROL:</p> <p><i>Focus not redirected to any errors if required form fields are not filled in (1):</i></p> <p>Locations: Form fields within the “Create Contact” screen</p> <p>Issue(s): By clicking in the save button, the focus was not redirected to the required form fields where there is an error. Plus, screen readers spoke nothing if there are errors in the form field after the user clicks in the save button.</p> |
| <p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) | <p>Supports</p> | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--|--|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p>3.3.7 Redundant Entry (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | Not Applicable | This must be for form fields that deal with filling billing and/or shipping information and did not encounter anything that can fail the standard. |
| <p>4.1.1 Parsing (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) – Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata . |
| <p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.2 (Web) 10.4.1.2 (Non-web document) | <p>Main Page (Login): Supports</p> <p>Main Menu: Partially Supports</p> <p>Search Results: Partially Supports</p> <p>Profile: Supports</p> <p>Forward My Calls: Partially Supports</p> <p>WebRTC Settings: Partially Supports</p> <p>Preferences, Notifications: Partially Supports</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-87</p> <p>MAIN MENU:</p> <p><i>Screen readers not speaking visual indicator (1):</i></p> <p>Also applies to: 1.3.1 (A)</p> |

| Criteria | Conformance Level | Remarks and Explanations |
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| <ul style="list-style-type: none"> • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p> Preferences, Chat: Partially Supports Preferences, Password: Supports Preferences, Voicemail PIN: Supports Preferences, Language: Supports Preferences, Sound: Partially Supports Preferences, Video: Partially Supports Activate Queues: Partially Supports Calls, Call Controls: Does Not Support Calls, Wrap Up: Supports Calls, Dial Pad: Partially Supports Call History: Partially Supports Transfer / Consult: Partially Supports Favorites: Partially Supports Agent Assistance: Partially Supports Interactions, Settings: Supports Interactions, Start a Conversation: Supports </p> | <p>This issue is already covered in the WCAG 1.3.1 section with the same name of the issue titled "Screen readers not speaking visual indicators."</p> <p>Missing ARIA attributes (3) Also applies to: 1.3.1 (A) For the Directory, Performance, and Apps dropdown list, please refer to 1.3.1 for Main Menu within the section titled "Missing ARIA attributes."</p> <p>Missing ARIA attributes and keyboard support (!) Also applies to: 1.3.1 (A), 2.1.1 (A) This issue is already covered in the "Missing ARIA attributes and keyboard support" section in 1.3.1 (A).</p> <p>SEARCH RESULTS (WIDGET BELOW SEARCH BOX):</p> <p>Missing ARIA attributes (1) Also applies to: 1.3.1 (A) This is for the "More" button that is missing information that is needed for screen readers to communicate to users whether the submenu is opened or closed.</p> <p>FORWARD MY CALLS:</p> <p>Form elements must have labels (1) HTML: <code><input type="checkbox" id="ember6599" class="switch-input ember-checkbox ember-view"></code> Issue(s): To solve this problem, fix at least (1) of the following: <ul style="list-style-type: none"> • Form element does not have an implicit (wrapped) <label> • Form element does not have an explicit <label> • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute </p> |

| Criteria | Conformance Level | Remarks and Explanations |
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| | | <p>WEBRTC SETTINGS:</p> <p><i>ARIA/Role Misuse (1)</i> Also applies to: 1.3.1 (A) The use of a "button" role for "Use Computer Settings" combobox also fail 4.1.2 as well.</p> <p>PREFERENCES, NOTIFICATIONS:</p> <p><i>Elements must only use permitted ARIA attributes (!)</i> HTML: <code><i aria-label="Close" class="pc pc-delete-row"></i></code> Issue(s): To solve this problem, fix the following: aria-label attribute cannot be used on a i with no valid role attribute. Notes: We recommend moving the aria-label="Close" to the button tag. NVDA did read the aria-label and it looks as though there's no accessibility issue. We tested using JAWS and JAWS is able to speak the close button with no issues. This is more of a WCAG technicality issue than an accessibility issue.</p> <p><i>Missing ARIA attributes (1)</i> Also applies to: 1.3.1 (A) This issue refers to the currently selected tab in the Preferences dialog and is explained in 1.3.1 regarding the lack of mechanism for letting users of screen readers know that the current tab is selected.</p> <p>PREFERENCES, CHAT:</p> <p><i>Select element must have an accessible name (4)</i> HTML:</p> <ol style="list-style-type: none"> 4. <code><select tabindex="0" id="ember28575" class="select-preference-type sort-order-options form-control x-select ember-view"></code> 5. <code><select tabindex="0" id="ember28582" class="select-preference-type pictures-</code> |

| Criteria | Conformance Level | Remarks and Explanations |
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| | | <p>expanded-options form-control x-select ember-view"></p> <p>6. <select tabindex="0" id="ember28589" class="select-preference-type display-density-options form-control x-select ember-view"></p> <p>7. <select tabindex="0" id="ember28597" class="select-preference-type giphy-keyboard-options form-control x-select ember-view"></p> <p>Issue(s): To solve this problem, fix at least (1) of the following:</p> <ul style="list-style-type: none"> • Form element does not have an implicit (wrapped) <label> • Form element does not have an explicit <label> • aria-label attribute does not exist or is empty. • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty. • Element has no title attribute. <p>PREFERENCES, SOUND:</p> <p>ARIA input fields must have an accessible name (5)</p> <p>HTML:</p> <ol style="list-style-type: none"> 1. <div class="slider-handle min-slider-handle round" role="slider" aria-valuemin="10" aria-valuemax="100" aria-valuenow="100" tabindex="0" style="left: 100%; "></div> 2. <div class="slider-handle min-slider-handle round" role="slider" aria-valuemin="0" aria-valuemax="100" aria-valuenow="100" tabindex="0" style="left: 100%; "></div> 3. <div class="slider-handle min-slider-handle round" role="slider" aria-valuemin="0" aria-valuemax="100" aria-valuenow="100" tabindex="0" style="left: 100%; "></div> |

| Criteria | Conformance Level | Remarks and Explanations |
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| | | <p>4. <code><div class="slider-handle min-slider-handle round" role="slider" aria-valuemin="10" aria-valuemax="100" aria-valuenow="100" tabindex="0" style="left: 100%; "></div></code></p> <p>5. <code><div class="slider-handle min-slider-handle round" role="slider" aria-valuemin="0" aria-valuemax="100" aria-valuenow="100" tabindex="0" style="left: 100%; "></div></code></p> <p>Issue(s): To solve this problem, fix at least (1) of the following:</p> <ul style="list-style-type: none"> • aria-label attribute does not exist or is empty. • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty. • Element has no title attribute. <p>Note: These are volume sliders that do not have an accessible label; however, users of screen readers can work around by shift+tab to the previous element, listen for the labelled tooltip, and then return back to the volume slider.</p> <p>PREFERENCES, VIDEO:</p> <p>Interactive controls must not be nested (4)</p> <p>HTML:</p> <p>1. <code><div id="video-pref-mic" tabindex="0" role="button" class="video-preferences-container"> <label for="video-pref-mic">Mute my mic when joining</label> <gux-toggle checked-label="On" unchecked-label="Off" label-position="left" class="" hydrated=""></gux-toggle> </div></code></p> <p>2. <code><div id="video-pref-camera" tabindex="0" role="button" class="video-preferences-container"></code></p> |

| Criteria | Conformance Level | Remarks and Explanations |
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| | | <pre> <label for="video-pref- camera">Disable my camera when joining</label> <gux-toggle checked-label="On" unchecked-label="Off" label- position="left" class="" hydrated=""></gux-toggle> </div> 3. <div id="video-pref-prejoin" tabindex="0" role="button" class="video-preferences- container"> <label for="video-pref- prejoin">Join conference automatically</label> <gux-toggle checked-label="On" unchecked-label="Off" label- position="left" class="" hydrated=""></gux-toggle> </div> 4. <div id="video-pref-prejoin" tabindex="0" role="button" class="video-preferences- container"> <label for="video-pref- prejoin">Join conference automatically</label> <gux-toggle checked-label="On" unchecked-label="Off" label- position="left" class="" hydrated=""></gux-toggle> </div> </pre> <p>Issue(s): Element has focusable descendants.</p> <p>ACTIVATE QUEUES:</p> <p>Note: Switching on the “On Queue” shows the Interactions screen.</p> <p>Interactive controls must not be nested (1):</p> |

| Criteria | Conformance Level | Remarks and Explanations |
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| | | <p>HTML: <code><gux-button gux-title="Go On Queue" accent="secondary" role="button" class="onQueueButton" hydrated="">Go On Queue</gux-button></code></p> <p>Issue(s): Element has focusable descendants.</p> <p>CALLS, CALL CONTROL:</p> <p>Elements must only use allowed ARIA attributes (2):</p> <p>HTML:</p> <ol style="list-style-type: none"> <code> <gux-icon icon-name="phone" decorative="true" hydrated=""></gux-icon> </code> <code> <gux-icon icon-name="phone" decorative="true" hydrated=""></gux-icon> </code> <p>Issue(s):</p> <ul style="list-style-type: none"> aria-label attribute cannot be used on a span with no valid role attribute. aria-label attribute cannot be used on a span with no valid role attribute. <p>Frames must have an accessible name (1):</p> <p>HTML: <code><iframe id="ember3022" class="interaction-script ember-view"></iframe></code></p> <p>Issue(s): To solve this problem, fix at least (1) of the following:</p> <ul style="list-style-type: none"> Element has no title attribute. aria-label attribute does not exist or is empty. aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty. |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--|
| | | <ul style="list-style-type: none"> Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> <p><i>New content is shown, but users of screen readers are not aware (1):</i> Locations: Wrap-up section of the call screen Issue(s): Users who are using a screen reader are not aware that there is a wrap-up section that users need to get to and that there is a timer that is about to expire. To get to the wrap-up section of the call screen, users who must rely on the keyboard must tab through a bunch of controls until they get to the wrap-up section. If a user cannot tab quickly enough but can get to the wrap-up section, there won't be enough time for a user to choose a call code before navigating to the done button.</p> <p><i>Incoming call not notified and focus not redirected (1):</i> Locations: Incoming Call Issue(s): Users of screen readers do not know that there is an incoming call. Users who rely on the keyboard for navigation will have to navigate over to the "Answer" button and press Enter to answer the incoming call. This can be a problem if a user cannot navigate using the keyboard in time.</p> <p>TRANSFER / CONSULT:</p> <p><i>ARIA hidden elements must not be focusable or contain focusable elements (1):</i> HTML: <code><div tabindex="0" role="tooltip" id="ember587" class="tooltip-accepts-sms ember-tether ember-tooltip ember-tooltip-or-popover-slide ember-view ember-tooltip-or-popover-element ember-tooltip-or-popover-element-attached-bottom ember-tooltip-or-popover-element-attached-center ember-tooltip-or-popover-target-attached-top ember-tooltip-or-popover-target-attached-center" aria-hidden="true" data-tether-enabled="false"</code></p> |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--|
| | | <p>style="top: 0px; left: 0px; position: absolute; transform: translateX(126.831px) translateY(31px) translateZ(0px);"></p> <p>Issue(s): Focusable content should have tabindex="-1" or be removed from the DOM</p> <p>Tooltip not announced by screen readers (1): Location: An icon next to the list of contact names which includes the job title in the tooltip. Issue(s): Screen readers spoke "details action" in place of a tooltip that shows up when focused. Any users who are blind cannot see the tooltip that shows up on the screen.</p> <p>FAVORITES:</p> <p>Elements must only use permitted ARIA attributes (2): HTML:</p> <ol style="list-style-type: none"> 1. <code><i aria-label="People" class="pc-moon pc-personicon"></i></code> 2. <code><i aria-label="Groups" class="pc-moon pc-groups"></i></code> <p>Issue(s): aria-label attribute cannot be used on a i with no valid role attribute.</p> <p>AGENT ASSISTANCE:</p> <p>Form elements must have labels (1) HTML: <code><textarea dir="auto" spellcheck="true" data-t="chat-textarea" class="message-input form-control" style="height: 58px; max-height: 130px; overflow-y: auto;"></textarea></code> Issue(s):</p> <ul style="list-style-type: none"> • Form element does not have an implicit (wrapped) <code><label></code> • Form element does not have an explicit <code><label></code> • aria-label attribute does not exist or is empty |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--|
| | | <ul style="list-style-type: none"> • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element has no placeholder attribute <p>Elements must only use permitted ARIA attributes (1)</p> <p>HTML: <code><i data-toggle="tooltip" data-placement="top" aria-label="Get help from the Resource Center on markdown" title="Get help from the Resource Center on markdown" class="pc-moon pc-help"></i></code></p> <p>Issue(s): To solve this problem, fix the following: aria-label attribute cannot be used on a i with no valid role attribute.</p> |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not Applicable | Not applicable for web application itself. |
| <p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) | Not Applicable | Not applicable for web application itself. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | Supports | |
| <u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--|---|
| Revised Section 508 – Does not apply | | |
| <p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Main Page (Login): Partially Supports Main Menu: Supports Search Results: Partially Supports Profile: Not Applicable Forward My Calls: Supports WebRTC Settings: Supports Preferences, Notifications: Supports Preferences, Chat: Supports Preferences, Password: Supports Preferences, Voicemail PIN: Supports Preferences, Language: Supports Preferences, Sound: Supports Preferences, Video: Supports Activate Queues: Supports Calls, Call Controls: Partially Supports Calls, Wrap Up: Supports Calls, Dial Pad: Partially Supports Call History: Partially Supports Transfer / Consult: Partially Supports Favorites: Supports Agent Assistance: Supports Interactions, Settings: Partially Supports Interactions, Start a Conversation: Partially Supports</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-88</p> <p>MAIN PAGE (LOGIN):</p> <p>Elements must meet minimum color contrast ratio threshold (6):</p> <p>HTML:</p> <ol style="list-style-type: none"> 1. <code><div class="msg"></code> Please enter your email address. <code></div></code> 2. <code><div class="msg"></code> Please enter your password. <code></div></code> 3. <code><a</code> href="http://help.mypurecloud.com/redirect/en-us/articles/global-purecloud-service-terms-and-conditions/" target="_blank" rel="noopener noreferrer" class="terms-and-conditions">Terms<code></code> 4. <code><a</code> href="http://help.mypurecloud.com/redirect/en-us/blog/article/purecloud-privacy-policy/" target="_blank" rel="noopener noreferrer" class="privacy-policy">Privacy<code></code> 5. <code><a href="http://help.mypurecloud.com"</code> target="_blank" rel="noopener noreferrer" class="help">Help<code></code> 6. <code><select tabindex="0" id="languages"</code> class="form-control x-select ember-view"> <p>Issue(s):</p> <ul style="list-style-type: none"> • Element has insufficient color contrast of 3.84 (foreground color: #f53131, background color: #fdfdfd, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|---|
| | | <ul style="list-style-type: none"> • Element has insufficient color contrast of 3.84 (foreground color: #f53131, background color: #fdfdfd, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 2.36 (foreground color: #a7a7a7, background color: #fdfdfd, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 2.36 (foreground color: #a7a7a7, background color: #fdfdfd, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 2.36 (foreground color: #a7a7a7, background color: #fdfdfd, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 2.4 (foreground color: #a7a7a7, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 <p>SEARCH RESULTS:</p> <p>Elements must meet minimum color contrast ratio threshold (1) HTML: <code> On Queue </code></p> <p>Issue(s): Element has insufficient color contrast of 2.11 (foreground color: #21c0f6, background color: #ffffff, font size: 9.0pt (12px), font weight: bold). Expected contrast ratio of 4.5:1</p> <p>CALLS, CALL CONTROL:</p> <p>Elements must meet minimum color contrast ratio threshold (1): HTML: <code></code></p> <p>Issue(s): Element has insufficient color contrast of 3.84 (foreground color: #77828f, background color: #fdfdfd, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1</p> <p>Note: This span tag contains a phone number in the "Provided contact data" section and before the "Add Contact" button.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--|
| | | <p>CALLS, DIAL PAD:</p> <p><i>Elements must meet minimum color contrast ratio threshold (2):</i></p> <p>HTML:</p> <ol style="list-style-type: none"> <code>Emergency Address</code> <code><div class="empty-location"> <gux-icon icon-name="alert-warning-triangle" decorative="true" hydrated=""></gux-icon> Primary number not found. </div></code> <p>Issue(s):</p> <ul style="list-style-type: none"> • Element has insufficient color contrast of 3.4 (foreground color: #8b8b8b, background color: #ffffff, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 3.4 (foreground color: #8b8b8b, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 <p>CALL HISTORY:</p> <p><i>Elements must meet minimum color contrast ratio threshold:</i></p> <p>HTML:</p> <ol style="list-style-type: none"> <code><div class="ani">+1 xxx-xxx-xxxx</div></code> <code><div class="acd-call-queue-name"> Queue: Test Queue </div></code> <code><div class="time"> 04/19/2024 </div></code> <code><div class="duration"> a few seconds </div></code> |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|---|
| | | <pre> 5. <div class="party-address"> +1 yyy-yyy-yyyy </div> 6. <div class="party-address"> +1 xxx-xxx-xxxx </div> 7. <div class="time"> 04/19/2024 </div> 8. <div class="time"> 04/19/2024 </div> </pre> <p>Issue(s):</p> <ul style="list-style-type: none"> • Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 9.8pt (13px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 2.84 (foreground color: #999999, background color: #ffffff, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 2.84 (foreground color: #999999, background color: #ffffff, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 9.8pt (13px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 9.8pt (13px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 2.84 (foreground color: #999999, background color: #ffffff, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--|
| | | <ul style="list-style-type: none"> Element has insufficient color contrast of 2.84 (foreground color: #999999, background color: #ffffff, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 <p>TRANSFER / CONSULT:</p> <p><i>Elements must meet minimum color contrast ratio threshold (1):</i> HTML: <code><input id="searchInput" placeholder="Enter name, number or queue" autofocus="" type="text"></code></p> <p>Issue(s): Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1</p> <p>INTERACTIONS, SETTINGS:</p> <p><i>Elements must meet minimum color contrast ratio threshold (6):</i> HTML:</p> <ol style="list-style-type: none"> <code><button aria-expanded="false" role="tab" type="button" class="app-tab-title btn btn-link menu-selector new-call" data-ember-action="" data-ember-action-12975="12975"> Make Call </button></code> <code><button aria-expanded="false" role="tab" type="button" class="app-tab-title btn btn-link menu-selector new-email" data-ember-action="" data-ember-action-8838="8838"> Send Email </button></code> <code><button aria-expanded="false" role="tab" type="button" class="app-tab-title btn btn-link menu-selector new-message" data-ember-action="" data-ember-action-8839="8839"> Send Message </button></code> <code><div class="dialpad-requirements-text">Both fields are required</div></code> |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--|
| | | <p>5. <code>Emergency Address</code></p> <p>6. <code><div class="empty-location"></code> <code> </code> <code> <gux-icon icon-name="alert-warning-triangle" decorative="true" hydrated=""></gux-icon></code> <code> </code> <code> Primary number not found.</code> <code> </div></code></p> <p>Issue(s):</p> <ul style="list-style-type: none"> • Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 4.14 (foreground color: #777777, background color: #f6f6f6, font size: 8.9pt (11.9px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 3.15 (foreground color: #8b8b8b, background color: #f6f6f6, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 3.15 (foreground color: #8b8b8b, background color: #f6f6f6, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 <p>INTERACTIONS, START A CONVERSATION:</p> <p><i>Elements must meet minimum color contrast ratio thresholds (5):</i></p> <p>HTML:</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|---|
| | | <p>1. <code><button aria-expanded="false" role="tab" type="button" class="app-tab-title btn btn-link menu-selector new-email" data-ember-action="" data-ember-action-5878="5878">Send Email</button></code></p> <p>2. <code><button aria-expanded="false" role="tab" type="button" class="app-tab-title btn btn-link menu-selector new-message" data-ember-action="" data-ember-action-5879="5879">Send Message</button></code></p> <p>3. <code><div class="dialpad-requirements-text">Both fields are required</div></code></p> <p>4. <code>Emergency Address</code></p> <p>5. <code><div class="empty-location"><gux-icon icon-name="alert-warning-triangle" decorative="true" hydrated=""></gux-icon>Primary number not found.</div></code></p> <p>Issue(s):</p> <ul style="list-style-type: none"> • Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 4.14 (foreground color: #777777, background color: #f6f6f6, font size: 8.9pt (11.9px), font weight: normal). Expected contrast ratio of 4.5:1 |

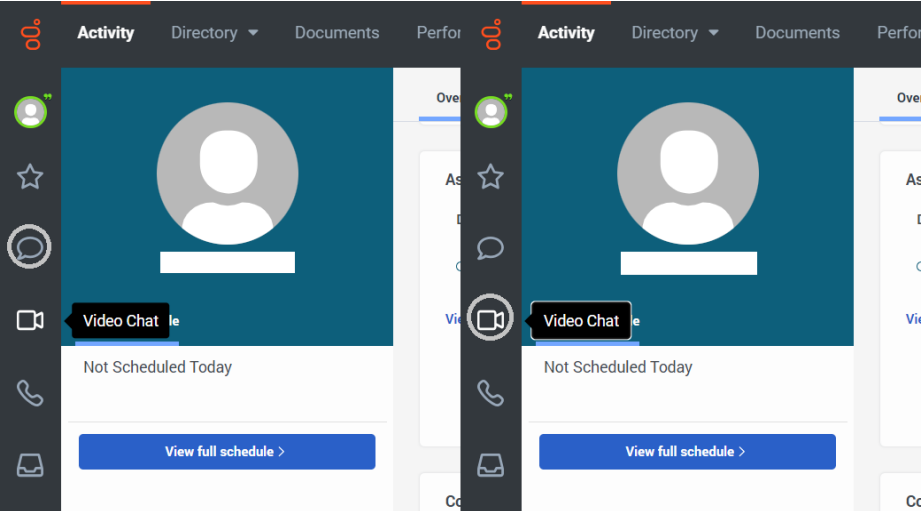
| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| | | <ul style="list-style-type: none"> • Element has insufficient color contrast of 3.15 (foreground color: #8b8b8b, background color: #f6f6f6, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 3.15 (foreground color: #8b8b8b, background color: #f6f6f6, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 |
| <p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) | Not Applicable | No images of text found. |


| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | Supports | |
| <p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---|---|
| Revised Section 508 – Does not apply | | |
| <p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | Supports | |
| <p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Main Page (Login): Not Applicable Main Menu: Supports Search Results: Supports Profile: Supports Forward My Calls: Not Applicable WebRTC Settings: Supports Preferences, Notifications: Not Applicable Preferences, Chat: Supports Preferences, Password: Not Applicable Preferences, Voicemail PIN: Not Applicable Preferences, Language: Not Applicable Preferences, Sound: The language selection screen is problematic for people who use a screen reader, especially if some screen readers cannot support different languages. Preferences, Video: Not Applicable</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-89</p> <p>For the workflows that are marked as “Not Applicable,” did not find anything that shows additional content upon hovering any elements.</p> <p>AGENT ASSISTANCE:</p> <p>Missing keyboard support for showing additional content: Also applies to: 2.1.1 (A) Locations: The "Edit" (pencil) button next to the star button Issue(s): This issue of not showing additional content by using a keyboard fails both 2.1.1 (A) and 1.4.13 (AA). We had to do some research regarding the scenarios and we came across Understanding SC 1.4.13 (AA), only to find out that there's a text that talks about keyboard support:</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|---|
| | <p>Activate Queues: Not Applicable Calls, Call Controls: Supports Calls, Wrap Up: Not Applicable Calls, Dial Pad: Not Applicable Call History: Not Applicable Transfer / Consult: Not Applicable Favorites: Supports Agent Assistance: Partially Supports Interactions, Settings: Supports Interactions, Start a Conversation: Supports</p> | <ul style="list-style-type: none"> Content which can be triggered via pointer hover should also be able to be triggered by keyboard focus. Refer to Success Criterion 2.1.1, Keyboard. <p>Because the keyboard support is missing for showing additional content, it makes sense to fail both of the standards listed earlier.</p> |
| <p>2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs | <p>Supports</p> | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---|---|
| <p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | |
| <p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Main Page (Login): Partially Supports Main Menu: Partially Supports Search Results: Partially Supports Profile: Supports Forward My Calls: Supports WebRTC Settings: Does Not Support Preferences, Notifications: Supports Preferences, Chat: Supports Preferences, Password: Supports Preferences, Voicemail PIN: Supports Preferences, Language: Supports Preferences, Sound: Supports Preferences, Video: Supports Activate Queues: Supports Calls, Call Controls: Partially Supports Calls, Wrap Up: Supports Calls, Dial Pad: Supports</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-90</p> <p>MAIN PAGE (LOGIN):</p> <p>Missing Focus Outline/Highlight (1): Location: "Log in" button Issue(s): When these elements receive focus, there is no visible indication of where they are on the page. Users need to know where they are on the page (which element has focus) at all times.</p> <p>MAIN MENU:</p> <p>Tooltips are focusable, but are not visible (8): Locations:</p> <ul style="list-style-type: none"> • Favorites' tooltip • Chat's tooltip |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|--|---|
| | <p>Call History: Supports Transfer / Consult: Supports Favorites: Partially Supports Agent Assistance: Partially Supports Interactions, Settings: Partially Supports Interactions, Start a Conversation: Supports</p> | <ul style="list-style-type: none"> • Video chat's tooltip • Calls' tooltip • Inbox's tooltip • Agent Assistant's tooltip • Interactions' tooltip • Help's tooltip <p>Issue(s): Screenshot included below showing that tooltips are focusable (not the menu icons to the left of the tooltip).</p>  <p>Users who rely on the keyboard for navigation can tab through the list of invisible tooltips. The left part of the screenshot shows that focus was on the chat tooltip and we hovered over the video chat icon. The right side of the screenshot shows that the tooltip is highlighted by a white border. The tooltip is focused using the keyboard and hovered using the mouse.</p> <p>SEARCH RESULTS, FAVORITES:</p> <p><i>Focusable widgets for screen readers only are accessible by keyboard users as well (1):</i></p> |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--|
| | | <p>Locations: The following screenshot shows an invisible button circled to the left of the avatar. Here is the code and the screenshot.</p> <pre data-bbox="1083 207 1927 269"><button type="button" class="sr-only">First Last name</button></pre> <hr data-bbox="1083 332 1829 337"/>  <p data-bbox="1104 586 1346 610">Invisible, yet focusable</p> <hr data-bbox="1083 621 1829 626"/> <p>And here is the CSS code for sr-only:</p> <pre data-bbox="1083 751 1556 1073">.sr-only { position: absolute; width: 1px; height: 1px; margin: -1px; padding: 0; overflow: hidden; clip: rect(0, 0, 0, 0); border: 0; }</pre> <p>Problems: There are plenty of users who can only use a keyboard for variety of reasons, such as losing their right arm, lack fine motor skills, people using mouth sticks because they cannot use their hands to navigate the Internet, use sip-puff devices, or can only navigate using voice commands. In other words, just because people can see the screen very well does not mean they can use a mouse! These are the users that will encounter anomalies that are designed only for screen readers, yet that invisible button is focusable!</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|---|
| | | <p>SEARCH RESULTS:</p> <p><i>Missing Focus Outline/Highlight (1):</i> Location: First/Last name above the job title Issue(s): Unlike in the Favorites screen, the link does not have a :focus pseudo-class.</p> <p>WEBRTC SETTINGS:</p> <p><i>Missing Focus Outline/Highlight (2):</i> Locations:</p> <ul style="list-style-type: none"> • Back Button • "Use Computer Settings' button <p>Issue(s): See the description under the "Main Page" section above.</p> <p>CALLS, CALL CONTROL:</p> <p><i>Missing focus outlines/highlights (2):</i> Locations:</p> <ul style="list-style-type: none"> • Clear button next to the phone number before the "Create Contact" button • The clear button in the "Create Contact" screen <p>Issue(s): See the description under the "Main Page" section above.</p> <p>AGENT ASSISTANCE:</p> <p><i>Missing focus outline/highlight (2)</i> Locations:</p> <ul style="list-style-type: none"> • "Edit" button (pencil icon) not visible until user moves a mouse and hovers over the "Personal Room" or star button • "Get help from the Resource Center on markdown" Help button <p>Issue(s): See the description under the "Main Page" section above.</p> <p>INTERACTIONS, SETTINGS:</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|---|
| | | <p>Missing focus outlines/highlights (3): Locations:</p> <ul style="list-style-type: none"> • Settings button • Close button (in Interaction Preferences dialog) • Start a Conversation button <p>Issue(s): See the description under the “Main Page” section above.</p> |
| <p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p> | Supports | |
| <p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p> | Not Applicable | There are no hints that any elements can be dragged around in the agent interface. |
| <p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p> | Supports | |
| <p><u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply | <p>Main Page (Login): Not Applicable Main Menu: Not Applicable Search Results: Not Applicable Profile: Not Applicable Forward My Calls: Not Applicable WebRTC Settings: Not Applicable Preferences, Notifications: Not Applicable Preferences, Chat: Not Applicable Preferences, Password: Not Applicable Preference, Voicemail PIN: Not Applicable</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-91</p> <p>For workflows marked as “not applicable,” did not find any elements that are not in languages other than English.</p> <p>PREFERENCES, LANGUAGE:</p> <p>Missing lang attribute for languages (1) Locations: Preferred Language</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|--|
| <ul style="list-style-type: none"> • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Preferences, Language: Does Not Support</p> <p>Activate Queues: Supports</p> <p>Calls, Call Controls: Supports</p> <p>Calls, Wrap Up: Supports</p> <p>Calls, Dial Pad: Supports</p> <p>Call History: Supports</p> <p>Transfer / Consult: Supports</p> <p>Favorites: Not Applicable</p> <p>Agent Assistance: Not Applicable</p> <p>Interactions, Settings: Not Applicable</p> <p>Interactions, Start a Conversation: Not Applicable</p> | <p>Issue(s): If screen readers do not recognize a word in a different language, screen readers will speak "link" and if there's a word "(Beta)" next to the language, it will speak "(Beta) link" instead of speaking the "language (Beta) link."</p> |
| <p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) | <p>Supports</p> | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|--|
| <ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs | | |
| <p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs | Supports | |
| <p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.3 (Web) 10.3.3.3 (Non-web document) | <p>Main Page (Login): Supports</p> <p>Main Menu: Not Applicable</p> <p>Search Results: Not Applicable</p> <p>Profile: Not Applicable</p> <p>Forward My Calls: Not Applicable</p> <p>WebRTC Settings: Not Applicable</p> <p>Preferences, Notifications: Not Applicable</p> | For any workflows marked “Not Applicable,” did not encounter any form fields that might contain error suggestions. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| <ul style="list-style-type: none"> • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Preferences, Chat: Not Applicable Preferences, Password: Not Applicable Preferences, Voicemail PIN: Not Applicable Preferences, Language: Not Applicable Activate Queues: Not Applicable Calls, Call Controls: Supports Calls, Wrap Up: Not Applicable Calls, Dial Pad: Not Applicable Call History: Not Applicable Transfer / Consult: Not Applicable Favorites: Not Applicable Agent Assistance: Not Applicable Interactions, Settings: Not Applicable Interactions, Start a Conversation: Not Applicable | |
| <u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Main Page (Login): Supports Main Menu: Not Applicable Search Results: Not Applicable Profile: Not Applicable Forward My Calls: Not Applicable WebRTC Settings: Not Applicable Preferences, Notifications: Not Applicable Preferences, Chat: Not Applicable Preferences, Password: Not Applicable Preference, Voicemail PIN: Not Applicable Preferences, Language: Does Not Support Activate Queues: Not Applicable Calls, Call Controls: Supports Calls, Wrap Up: Not Applicable Calls, Dial Pad: Not Applicable Call History: Not Applicable Transfer / Consult: Not Applicable Favorites: Not Applicable Agent Assistance: Not Applicable Interactions, Settings: Not Applicable | For any workflows marked “Not Applicable,” none of workflows do not require any kind of form submissions. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--|---|
| | Interactions, Start a Conversation: Not Applicable | |
| <p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p> | <p>Main Page (Login): Supports Main Menu: Not Applicable Search Results: Not Applicable Profile: Not Applicable Forward My Calls: Not Applicable WebRTC Settings: Not Applicable Preferences, Notifications: Not Applicable Preferences, Chat: Not Applicable Preferences, Password: Not Applicable Preference, Voicemail PIN: Not Applicable Preferences, Language: Does Not Support Activate Queues: Not Applicable Calls, Call Controls: Supports Calls, Wrap Up: Not Applicable Calls, Dial Pad: Not Applicable Call History: Not Applicable Transfer / Consult: Not Applicable Favorites: Not Applicable Agent Assistance: Not Applicable Interactions, Settings: Not Applicable</p> | <p>For the ones marked “Not Applicable,” this only applies to logging into the Genesys Cloud.</p> |
| <p><u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) | <p>Main Page (Login): Supports Main Menu: Not Applicable Search Results: Not Applicable Profile: Not Applicable Forward My Calls: Not Applicable WebRTC Settings: Not Applicable Preferences, Notifications: Not Applicable Preferences, Chat: Not Applicable Preferences, Password: Not Applicable Preference, Voicemail PIN: Not Applicable Preferences, Language: Does Not Support Activate Queues: Not Applicable Calls, Call Controls: Does not support</p> | <p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-92</p> <p>CALLS, CALL CONTROL:</p> <p>Message status not announced to screen readers (1): Locations: “Not responding” message. Issue(s): If a user did not respond to an incoming call, a user using a screen reader may not know that the user did not respond at all.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|--------------------------|
| <ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | Calls, Wrap Up: Not Applicable Calls, Dial Pad: Not Applicable Call History: Not Applicable Transfer / Consult: Not Applicable Favorites: Not Applicable Agent Assistance: Not Applicable Interactions, Settings: Not Applicable | |

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Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes: <https://www.access-board.gov/ict/wcagtofpc.html> provides a mapping of the Section 508 FPC to the related WCAG controls.

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------|--------------------|--|
| 302.1 Without Vision | Partially Supports | <p>Several pieces of functionality within the product are inaccessible to users without vision, as shown in the following WCAG Criteria:</p> <ul style="list-style-type: none">• 1.3.1 – Info and Relationships• 1.4.1 – Use of Color• 2.1.1 – Keyboard• 2.4.1 – Bypass Blocks• 2.4.3 – Focus Order• 2.4.4 – Link Purpose (In Context)• 3.3.1 – Error Identification• 4.1.2 – Name, Role, Value <p>See WCAG 2.x section for details regarding any exceptions.</p> |
| 302.2 With Limited Vision | Partially Supports | <p>Several pieces of functionality within the product are inaccessible to users with limited vision, as shown in in the following WCAG Criteria:</p> <ul style="list-style-type: none">• 1.3.1 – Info and Relationships• 1.4.1 – Use of Color• 1.4.3 – Contrast (Minimum)• 2.1.1 – Keyboard• 2.4.1 – Bypass Blocks• 2.4.3 – Focus Order |

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|--------------------|--|
| | | <ul style="list-style-type: none"> • 2.4.4 – Link Purpose (In Context) • 2.4.7 – Focus Visible • 3.1.2 – Language of Parts • 3.3.1 – Error Identification • 4.1.2 – Name, Role, Value <p>See WCAG 2.x section for details regarding any exceptions.</p> |
| 302.3 Without Perception of Color | Partially Supports | <p>Several pieces of functionality within the product are inaccessible to users without perception of color, as shown in in the following WCAG Criteria:</p> <ul style="list-style-type: none"> • 1.4.1 – Use of Color • 1.4.3 – Contrast (Minimum) • 3.3.1 – Error Identification <p>See WCAG 2.x section for details regarding any exceptions.</p> |
| 302.4 Without Hearing | Supports | |
| 302.5 With Limited Hearing | Supports | |
| 302.6 Without Speech | Supports | |
| 302.7 With Limited Manipulation | Partially Supports | <p>Several pieces of functionality within the product are inaccessible to users with limited manipulation, as shown in in the following WCAG Criteria:</p> <ul style="list-style-type: none"> • 2.1.1 – Keyboard • 2.4.1 – Bypass Blocks • 2.4.3 – Focus Order • 2.4.4 – Link Purpose (In Context) • 2.4.7 – Focus Visible • 4.1.2 – Name, Role, Value |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| | | See WCAG 2.x section for details regarding any exceptions. |
| 302.8 With Limited Reach and Strength | Not Applicable | |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | <p>Several pieces of functionality within the product are inaccessible to users with limited language, cognitive and learning abilities, as shown in in the following WCAG Criteria:</p> <ul style="list-style-type: none"> 1.3.1 – Info and Relationships 1.4.1 – Use of Color 2.1.1 – Keyboard 2.4.1 – Bypass Blocks 2.4.3 – Focus Order 2.4.4 – Link Purpose (In Context) 2.4.7 – Focus Visible 3.1.2 – Language of Parts 3.3.1 – Error Identification 4.1.2 – Name, Role, Value <p>See WCAG 2.x section for details regarding any exceptions.</p> |

Chapter 4: [Hardware](#)

Notes: Genesys Cloud is a web application and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes: Genesys Cloud is a web application and the criteria in sections 502 and 503 do not apply.

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|---|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.x section | See information in WCAG 2.x section |
| 502 Interoperability with Assistive Technology | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 502.2.2 No Disruption of Accessibility Features | Not Applicable | |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Not Applicable | |
| 502.3.2 Modification of Object Information | Not Applicable | |
| 502.3.3 Row, Column, and Headers | Not Applicable | |
| 502.3.4 Values | Not Applicable | |
| 502.3.5 Modification of Values | Not Applicable | |
| 502.3.6 Label Relationships | Not Applicable | |
| 502.3.7 Hierarchical Relationships | Not Applicable | |
| 502.3.8 Text | Not Applicable | |
| 502.3.9 Modification of Text | Not Applicable | |
| 502.3.10 List of Actions | Not Applicable | |
| 502.3.11 Actions on Objects | Not Applicable | |
| 502.3.12 Focus Cursor | Not Applicable | |
| 502.3.13 Modification of Focus Cursor | Not Applicable | |
| 502.3.14 Event Notification | Not Applicable | |
| 502.4 Platform Accessibility Features | Not Applicable | |
| 503 Applications | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not Applicable | |
| 503.3 Alternative User Interfaces | Not Applicable | |
| 503.4 User Controls for Captions and Audio Description | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not Applicable | |
| 503.4.2 Audio Description Controls | Not Applicable | |
| 504 Authoring Tools | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | Not Applicable | |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | |
| 504.2.2 PDF Export | Not Applicable | |
| 504.3 Prompts | Not Applicable | |
| 504.4 Templates | Not Applicable | |

Chapter 6: Support Documentation and Services

Notes:

- Documentation for Genesys Cloud is available on the Genesys Cloud Resource Center (<https://help.mypurecloud.com/>).
- The Genesys Cloud Resource Center Accessibility Conformance Report (ACR) is available via <https://help.mypurecloud.com/articles/about-accessibility/>

| Criteria | Conformance Level | Remarks and Explanations |
|--|---|-------------------------------------|
| 601.1 Scope | Heading cell – no response required | Heading cell – no response required |
| <u>602 Support Documentation</u> | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | See Genesys Cloud Resource Center ACR . | |
| 602.3 Electronic Support Documentation | See Genesys Cloud Resource Center ACR . | |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | See Genesys Cloud Resource Center ACR . | |
| <u>603 Support Services</u> | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | See Genesys Cloud Resource Center ACR . | |
| 603.3 Accommodation of Communication Needs | See Genesys Cloud Resource Center ACR . | |

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Notes:

Chapter [4: Functional Performance Statements \(FPS\)](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------------|--------------------|---|
| 4.2.1 Usage without vision | Partially Supports | <p>Several pieces of functionality within the product are inaccessible to users without vision, as shown in in the following WCAG Criteria:</p> <ul style="list-style-type: none">• 1.3.1 – Info and Relationships• 1.4.1 – Use of Color• 2.1.1 – Keyboard• 2.4.1 – Bypass Blocks• 2.4.3 – Focus Order• 2.4.4 – Link Purpose (In Context)• 3.3.1 – Error Identification• 4.1.2 – Name, Role, Value <p>See WCAG 2.x section for details regarding any exceptions.</p> |
| 4.2.2 Usage with limited vision | Partially Supports | <p>Several pieces of functionality within the product are inaccessible to users with limited vision, as shown in in the following WCAG Criteria:</p> <ul style="list-style-type: none">• 1.3.1 – Info and Relationships• 1.4.1 – Use of Color• 1.4.3 – Contrast (Minimum)• 2.1.1 – Keyboard• 2.4.1 – Bypass Blocks• 2.4.3 – Focus Order |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| | | <ul style="list-style-type: none"> • 2.4.4 – Link Purpose (In Context) • 2.4.7 – Focus Visible • 3.1.2 – Language of Parts • 3.3.1 – Error Identification • 4.1.2 – Name, Role, Value <p>See WCAG 2.x section for details regarding any exceptions.</p> |
| 4.2.3 Usage without perception of colour | Partially Supports | <p>Several pieces of functionality within the product are inaccessible to users without perception of color, as shown in in the following WCAG Criteria:</p> <ul style="list-style-type: none"> • 1.4.1 – Use of Color • 1.4.3 – Contrast (Minimum) • 3.3.1 – Error Identification <p>See WCAG 2.x section for details regarding any exceptions.</p> |
| 4.2.4 Usage without hearing | Supports | |
| 4.2.5 Usage with limited hearing | Supports | |
| 4.2.6 Usage with no or limited vocal capability | Supports | |
| 4.2.7 Usage with limited manipulation or strength | Partially Supports | <p>Several pieces of functionality within the product are inaccessible to users with limited manipulation, as shown in in the following WCAG Criteria:</p> <ul style="list-style-type: none"> • 2.1.1 – Keyboard • 2.4.1 – Bypass Blocks • 2.4.3 – Focus Order • 2.4.4 – Link Purpose (In Context) • 2.4.7 – Focus Visible • 4.1.2 – Name, Role, Value |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| | | See WCAG 2.x section for details regarding any exceptions. |
| 4.2.8 Usage with limited reach | Not Applicable | |
| 4.2.9 Minimize photosensitive seizure triggers | Not Applicable | |
| 4.2.10 Usage with limited cognition, language or learning | Partially Supports | <p>Several pieces of functionality within the product are inaccessible to users with limited language, cognitive and learning abilities, as shown in in the following WCAG Criteria:</p> <ul style="list-style-type: none"> 1.3.1 – Info and Relationships 1.4.1 – Use of Color 2.1.1 – Keyboard 2.4.1 – Bypass Blocks 2.4.3 – Focus Order 2.4.4 – Link Purpose (In Context) 2.4.7 – Focus Visible 3.1.2 – Language of Parts 3.3.1 – Error Identification 4.1.2 – Name, Role, Value <p>See WCAG 2.x section for details regarding any exceptions.</p> |
| 4.2.11 Privacy | Supports | |

Chapter 5: Generic Requirements

Notes: Not applicable. Genesys Cloud does not have closed functionality,

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 5.1 Closed functionality | Heading cell – no response required | Heading cell – no response required |
| 5.1.2 General | Heading cell – no response required | Heading cell – no response required |
| 5.1.2.1 Closed functionality | See 5.2 through 13 | See information in 5.2 through 13 |
| 5.1.2.2 Assistive technology | See 5.1.3 through 5.1.6 | See information in 5.1.3 through 5.1.6 |
| 5.1.3 Non-visual access | Heading cell – no response required | Heading cell – no response required |
| 5.1.3.1 Audio output of visual information | Not Applicable | |
| 5.1.3.2 Auditory output delivery including speech | Not Applicable | |
| 5.1.3.3 Auditory output correlation | Not Applicable | |
| 5.1.3.4 Speech output user control | Not Applicable | |
| 5.1.3.5 Speech output automatic interruption | Not Applicable | |
| 5.1.3.6 Speech output for non-text content | Not Applicable | |
| 5.1.3.7 Speech output for video information | Not Applicable | |
| 5.1.3.8 Masked entry | Not Applicable | |
| 5.1.3.9 Private access to personal data | Not Applicable | |
| 5.1.3.10 Non-interfering audio output | Not Applicable | |
| 5.1.3.11 Private listening volume | Not Applicable | |
| 5.1.3.12 Speaker volume | Not Applicable | |
| 5.1.3.13 Volume reset | Not Applicable | |
| 5.1.3.14 Spoken languages | Not Applicable | |
| 5.1.3.15 Non-visual error identification | Not Applicable | |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not Applicable | |
| 5.1.4 Functionality closed to text enlargement | Not Applicable | |
| 5.1.5 Visual output for auditory information | Not Applicable | |
| 5.1.6 Operation without keyboard interface | Heading cell – no response required | Heading cell – no response required |
| 5.1.6.1 Closed functionality | See 5.1.3.1 through 5.1.3.16 | See information in 5.1.3.1 through 5.1.3.16 |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 5.1.6.2 Input focus | Not Applicable | |
| 5.1.7 Access without speech | Not Applicable | |
| 5.2 Activation of accessibility features | Not Applicable | |
| 5.3 Biometrics | Not Applicable | |
| 5.4 Preservation of accessibility information during conversion | Not Applicable | |
| 5.5 Operable parts | Heading cell – no response required | Heading cell – no response required |
| 5.5.1 Means of operation | Not Applicable | |
| 5.5.2 Operable parts discernibility | Not Applicable | |
| 5.6 Locking or toggle controls | Heading cell – no response required | Heading cell – no response required |
| 5.6.1 Tactile or auditory status | Not Applicable | |
| 5.6.2 Visual status | Not Applicable | |
| 5.7 Key repeat | Not Applicable | |
| 5.8 Double-strike key acceptance | Not Applicable | |
| 5.9 Simultaneous user actions | Not Applicable | |

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 6.1 Audio bandwidth for speech | | |
| 6.2 Real-time text (RTT) functionality | Heading cell – no response required | Heading cell – no response required |
| 6.2.1.1 RTT communication | Not Applicable | |
| 6.2.1.2 Concurrent voice and text | Not Applicable | |
| 6.2.2.1 Visually distinguishable display | Not Applicable | |
| 6.2.2.2 Programmatically determinable send and receive direction | Not Applicable | |
| 6.2.2.3 Speaker identification | Not Applicable | |
| 6.2.2.4 Visual indicator of Audio with RTT | Not Applicable | |
| 6.2.3 Interoperability | Not Applicable | |
| 6.2.4 RTT responsiveness | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 6.3 Caller ID | Not Applicable | |
| 6.4 Alternatives to voice-based services | Not Applicable | |
| 6.5 Video communication | Heading cell – no response required | Heading cell – no response required |
| 6.5.1 General (informative) | Heading cell – no response required | Heading cell – no response required |
| 6.5.2 Resolution | Not Applicable | |
| 6.5.3 Frame rate | | Dependency on user network bandwidth. See Genesys Cloud System Requirements . |
| 6.5.4 Synchronization between audio and video | | Dependency on user network bandwidth. See Genesys Cloud System Requirements . |
| 6.5.5 Visual indicator of audio with video | | Dependency on user network bandwidth. See Genesys Cloud System Requirements . |
| 6.5.6 Speaker identification with video (sign language) communication | Not Applicable | |
| 6.6 Alternatives to video-based services (advisory only) | Advisory – no response required | Advisory – no response required |

Chapter 7: [ICT with Video Capabilities](#)

Notes: Not applicable. Genesys Cloud does not contain any audio content within video content that would require captions.

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 7.1 Caption processing technology | Heading cell – no response required | Heading cell – no response required |
| 7.1.1 Captioning playback | Not Applicable | |
| 7.1.2 Captioning synchronization | Not Applicable | |
| 7.1.3 Preservation of captioning | Not Applicable | |
| 7.1.4 Captions characteristics | Not Applicable | |
| 7.1.5 Spoken subtitles | Not Applicable | |
| 7.2.1 Audio description playback | Not Applicable | |
| 7.2.2 Audio description synchronization | Not Applicable | |
| 7.2.3 Preservation of audio description | Not Applicable | |
| 7.3 User controls for captions and audio description | Not Applicable | |

Chapter 8: [Hardware](#)

Notes: Not applicable

Chapter 9: [Web](#) (see [WCAG 2.x](#) section)

Chapter 10: [Non-Web Documents](#)

Notes: Not applicable

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|--------------------------------------|-------------------------------------|
| 10.0 General (informative) | Heading cell – no response required | Heading cell – no response required |
| 10.1.1.1 through 10.4.1.3 | See WCAG 2.x section | See information in WCAG 2.x section |
| 10.5 Caption positioning | Not Applicable | |
| 10.6 Audio description timing | Not Applicable | |

Chapter 11: [Software](#)

Notes: Not applicable.

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.0 General (informative) | Heading cell – no response required | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.x section | See information in WCAG 2.x section |
| 11.5 Interoperability with assistive technology | Heading cell – no response required | Heading cell – no response required |
| 11.5.1 Closed functionality | Heading cell – no response required | Heading cell – no response required |
| 11.5.2 Accessibility services | Heading cell – no response required | Heading cell – no response required |
| 11.5.2.1 Platform accessibility service support for software that provides a user interface | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.2 Platform accessibility service support for assistive technologies | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services | See information in 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.4 Assistive technology | Not Applicable | |
| 11.5.2.5 Object information | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.5.2.6 Row, column, and headers | Not Applicable | |
| 11.5.2.7 Values | Not Applicable | |
| 11.5.2.8 Label relationships | Not Applicable | |
| 11.5.2.9 Parent-child relationships | Not Applicable | |
| 11.5.2.10 Text | Not Applicable | |
| 11.5.2.11 List of available actions | Not Applicable | |
| 11.5.2.12 Execution of available actions | Not Applicable | |
| 11.5.2.13 Tracking of focus and selection attributes | Not Applicable | |
| 11.5.2.14 Modification of focus and selection attributes | Not Applicable | |
| 11.5.2.15 Change notification | Not Applicable | |
| 11.5.2.16 Modifications of states and properties | Not Applicable | |
| 11.5.2.17 Modifications of values and text | Not Applicable | |
| 11.6 Documented accessibility usage | Heading cell – no response required | Heading cell – no response required |
| 11.6.1 User control of accessibility features | Not Applicable | |
| 11.6.2 No disruption of accessibility features | Not Applicable | |
| 11.7 User preferences | Not Applicable | |
| 11.8 Authoring tools | Heading cell – no response required | Heading cell – no response required |
| 11.8.1 Content technology | Heading cell – no response required | Heading cell – no response required |
| 11.8.2 Accessible content creation | See WCAG 2.x section (If not authoring tool, enter “Not Applicable”) | See information in WCAG 2.x section |
| 11.8.3 Preservation of accessibility information in transformations | Not Applicable | |
| 11.8.4 Repair assistance | Not Applicable | |
| 11.8.5 Templates | Not Applicable | |

Chapter 12: [Documentation and Support Services](#)

Notes:

- Documentation for Genesys Cloud is available on the Genesys Cloud Resource Center (<https://help.mypurecloud.com/>).
- The Genesys Cloud Resource Center ACR is available via <https://help.mypurecloud.com/articles/about-accessibility/>

| Criteria | Conformance Level | Remarks and Explanations |
|--|---|-------------------------------------|
| 12.1 Product documentation | Heading cell – no response required | Heading cell – no response required |
| 12.1.1 Accessibility and compatibility features | See Genesys Cloud Resource Center ACR . | |
| 12.1.2 Accessible documentation | See Genesys Cloud Resource Center ACR . | |
| 12.2 Support Services | Heading cell – no response required | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features | See Genesys Cloud Resource Center ACR . | |
| 12.2.3 Effective communication | See Genesys Cloud Resource Center ACR . | |
| 12.2.4 Accessible documentation | See Genesys Cloud Resource Center ACR . | |

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not applicable

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 13.1 Relay services requirements | Heading cell – no response required | Heading cell – no response required |
| 13.1.2 Text relay services | Not Applicable | |
| 13.1.3 Sign relay services | Not Applicable | |
| 13.1.4 Lip-reading relay services | Not Applicable | |
| 13.1.5 Captioned telephony services | Not Applicable | |
| 13.1.6 Speech to speech relay services | Not Applicable | |
| 13.2 Access to relay services | Not Applicable | |
| 13.3 Access to emergency services | Not Applicable | |