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Workspace Desktop Edition Help

Keyboard Navigation and Accessibility

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Keyboard Navigation and Accessibility

Interaction Workspace supports keyboard shortcuts and hotkey combinations for certain common functions. The Interaction Workspace keyboard shortcuts and hotkeys are configured by your administrator. This is to ensure that there is no conflict between Interaction Workspace and other applications that you might use. Please ask your administrator for a list of the shortcuts and hotkeys that are configured for Interaction Workspace.

Shortcut and Hotkey Combinations

A shortcut is a combination of keys that you press to activate a certain function or behavior in a specific window or view. Your operating system might support shortcut keys for the following functions: copy, cut, paste, undo, delete, find, maximize window, minimize window, open menu and select command, switch application, cancel, change focus, and so on. Consult your operating-system documentation for a list of supported keyboard shortcuts.

Hotkeys are also combinations of keys that you press to perform certain functions; however, hotkeys are available to you no matter what window or application is active. For example, your administrator might have configured a hotkey combination for you that enables you to answer a phone call (voice interaction) or reject an e-mail interaction that has been routed to you. When the preview is displayed on your desktop, you can use the hotkey combination to perform the action without first having to switch to the interaction preview.

Access Keys

In addition, access keys are available for most Interaction Workspace menu items. Each supported menu item has an underlined letter or character. Press the **Alt** key to open a menu in the active window, and then press the letter or character that corresponds to the menu item that you want to select.

Keyboard Navigation

Interaction Workspace supports keyboard navigation for all features in the interaction windows. All features, functions, options, and menus are 100 percent navigable by keyboard.

The Interaction Workspace interface is 100 percent navigable by keyboard. This functionality enables users who cannot use a mouse, or who are using a device for accessibility that relies on keyboard navigation, to manipulate the desktop components. Keyboard navigation enhances the productivity of any user.

The appearance of the component that you select changes as you move the focus from one component to another. For example, buttons change color, and menus open with the current selection highlighted by color.

Some screen-reader applications are not compatible with these navigation shortcuts, because the screen reader uses some of these keys for other purposes. When screen reader mode is on, use **Alt + N** to disable the keyboard navigation function.

Note: If you are already in screen-reader mode, all keyboard shortcuts are disabled, except for the

Alt + n commands. Your system administrator turns screen-reader mode on and off.

Basic Navigation

Two keyboard shortcuts enable you to navigate among components—for example, from one menu to the next or from one view of the interaction interface to the next:

- **Tab**—Moves the focus to the next component (menu, field, button, view, and so on)
- **Shift + Tab**—Moves the focus to the previous component (menu, field, button, view, and so on)

Movement occurs from left to right and from top to bottom, unless the ordering of components dictates otherwise. Navigation moves from component to component within a view, and from view to view within the application.

Navigation Shortcuts

The following table contains keyboard shortcuts that enable you to manipulate controls, such as menus, lists, and buttons, in the Interaction Workspace interface.

| Shortcut | Description |
|----------------|--|
| LEFT ARROW | Move left in a menu bar or out of a submenu. |
| RIGHT ARROW | Move right in a menu bar or into a submenu. |
| UP ARROW | Move up in lists and menus. |
| DOWN ARROW | Move down in lists and menus. |
| ALT+DOWN ARROW | Open a selected drop-down list. |
| ENTER | For a modifiable list, apply the edit mode, or validate the modification. For a button, execute the associated action. For a menu item, execute the associated action. |
| SPACE | For some controls, select or clear the check box that has the focus. |
| ESCAPE | For a modifiable list, cancel the edit mode. |