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Workspace Desktop Edition Deployment Guide

Accessibility and navigation

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Accessibility and navigation

[**Modified:** 8.5.113.11, 8.5.124.08, 8.5.143.08]

Workspace enables you to navigate the user interface by using the keyboard and **keyboard shortcuts** instead of the mouse to enhance your productivity. Navigation works panel to panel, and within a panel, component to component. Keyboard navigability enables users who are using a device for accessibility that relies on keyboard navigation to manipulate the desktop components.

Accessibility overview

[**Added:** 8.5.143.08]

Genesys provides a Voluntary Product Accessibility Template® - **VPAT® report from ITI**, to document conformance of Genesys Workspace Desktop Edition to **WCAG 2.1** Level A specification. The VPAT® report is a standardized template for documenting conformance to various accessibility specifications. VPAT® report provided by Genesys follows the W3C/WAI's WCAG 2.1 specification, as this is an international standard adopted and recognized by our customers worldwide. The Genesys VPAT® can be downloaded here: **Genesys Workspace Desktop Edition Accessibility Conformance Report**.

What is WCAG?

Web Content Accessibility Guidelines (WCAG) 2.1 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these, and some accommodation for learning disabilities and cognitive limitations; but will not address every user need for people with these disabilities. These guidelines address accessibility of web content on desktops, laptops, tablets, and mobile devices. Following these guidelines will also often make Web content more usable to users in general.

Screen reader compatibility

Workspace employs a visual impairment profile feature. This feature enables more elements in the Main Window and the Interaction window to have the focus, enhancing step-wise navigation for screen-reading applications such as Job Access With Speech (JAWS) screen reader from Freedom Scientific. Screen readers enable visually impaired (blind and low vision) agents to use the desktop interface through text-to-speech or text-to-braille. Workspace must be configured in the Configuration Layer to enable this compatibility. These options can be set in the Configuration Layer as default values that can be overwritten in the Agent Annex. The Workspace windows are designed to maximize content readability for screen-reader applications.

JAWS compatibility

[Added: 8.5.124.08]

Use the following two options to ensure compatibility with the JAWS screen reader:

- `accessibility.visual-impairment-profile`: Specifies whether the profile for visually impaired users is active. This option enables more interface elements to be focusable (accessible from keyboard navigation and mouse-over) so that they can be navigated from Screen Reader applications. [Added: 8.5.113.11]
- `accessibility.disable-hyperlinks`: Specifies whether processing and presenting hyperlinks in email, chat, and SMS as active elements are disabled or enabled. [Added: 8.5.124.08]

Controlling interaction notifications

[Added: 8.5.101.14]

By default, the Interaction Notification views do not receive then focus automatically; agents must click the view to make it active. To ensure that screen reader applications can read the content of the Interaction Notification views, you must specify whether or not the text content of Interaction Notification views will receive the focus. In screen reader environments, any window that has the focus is read by the screen reader to the agent. Use the following two configuration options to automatically assign the focus to the Interaction Notification view when it is displayed:

- `accessibility.focus-on-interaction-toast`—Specifies whether all Interaction Notification views receive the focus when they are displayed. This option does not rely on the `accessibility.visual-impairment-profile` option; therefore, it applies to all configured agents, not just visually impaired agents.
- `accessibility.<media-type>.focus-on-interaction-toast`—Specifies that all Interaction Notification views for the `<media-type>` receives the focus when they are displayed. When specified, this option overrides the value specified for `accessibility.focus-on-interaction-toast`. This option does not rely on `accessibility.visual-impairment-profile`; therefore, it applies to all configured agents, not just visually impaired agents.

Important

If these options are not specified, then the user must use ALT+TAB to navigate to the Interaction Notification view when it is displayed.

High contrast Workspace

[Added: 8.5.100.05]

Workspace enables visually impaired agents to use a high contrast theme to compliment the Windows high contrast themes that are available from the Windows Personalization control panel. The Workspace high contrast theme follows Web Content Accessibility Guidelines (WCAG) 2.0, with some limitations. The Workspace high contrast theme was tested against red/green and blue/yellow color deficit vision.

Tip

The Workspace high contrast theme functions whether or not one of the Windows high contrast themes are in use.

Enable the Workspace high contrast theme by setting the value of the `gui.themes` configuration option. To direct the user to the High Contrast theme by default, specify only the value `HighContrast`, removing the other values (`Default`, `Blue`, `Royale`, `Fancy`).

The `gui.themes` option can be configured at the application, skill, group, and agent levels. You can configure `gui.themes` so that specific agents or agent groups have only the high contrast theme available. This ensures that the high contrast theme is the default theme when those agents login.

To make the login window displayed in high contrast, you must make the following edit to the `interactionworkspace.exe.properties` file, which is part of the Workspace package that is pushed to the workstation of the agent who requires the high contrast theme:

1. In the section `<appsettings>` uncomment the line that contains `gui.theme`.
2. Set the following value: `<add key="gui.theme" value="HighContrast" />`

Overriding default font and icon sizes

[Added: 8.5.102.06] [Modified: 8.5.109.16]

Workspace specifies the size at which interface elements are displayed so that no matter what magnification or reduction a user specifies for their browser or operating system, these items are displayed consistently. However, some agents might change the browser or operating system settings to increase font size and improve readability. To enable agents to change the size at which interface elements, including fonts and icons, are displayed, use the `gui.magnification-factor` configuration option to specify the ratio that is applied to the Workspace interface.

Important

This feature functions only with the default Workspace 8.5 GUI themes, and to custom themes that are developed according to the documentation and samples of the *Workspace Developer's Guide*. If the blue, royale, and fancy legacy themes are used, the magnification is forced to normal.

Use the `gui.editor-zoom-range` option to enable agents to set the zoom of text editing fields, such as email, chat, and SMS, and transcript areas. The `gui.editor-zoom-range` option is used to specify the **minimum and maximum text zoom**. This feature applies to the following views:

- IM (text entry, transcript, and interaction data tooltip)
- Chat (text entry, transcript, and interaction data tooltip)

- Email (text entry and inbound email view)
- SMS (text entry, transcript, and interaction data tooltip)
- Interaction history
 - IM
 - Chat
 - Email
 - SMS
- Standard responses
- Social media (text entry only)

To ensure that the login dialog box is also displayed at the same ratio, configure the `gui.magnification-factor` option in the `..\Interaction Workspace\InteractionWorkspace.exe.config` file after you install Workspace on the workstation of an agent who requires a different display size.

Configuring accessibility features

[Modified: 8.5.100.05, 8.5.113.11]

Use the Procedure: [Enabling Accessibility Features](#) to enable the Accessibility features for your agents.

Use the following options in the `interaction-workspace` section to configure Accessibility:

- `accessibility.agent-state-change-bell`: Specifies the agent state change sound configuration string.
- `accessibility.interaction-state-change-bell`: Specifies the interaction state change sound configuration string.
- `accessibility.warning-message-bell`: Specifies the warning message sound configuration string.
- `accessibility.visual-impairment-profile`: Specifies whether the profile for visually impaired users is active. This option enables more interface elements to be focusable (accessible from keyboard navigation and mouse-over). Beginning with version 8.5.113.11, Workspace enables agents to enter TABs in the email composition area of outgoing email interactions by pressing the **TAB** key if the value of this option is set to `false`; to use the **TAB** key to step to the next control or field, agents must first press **Ctrl-TAB** to step out of the text composition area. To disable this feature, set the value of this option to `true`; agents will not be able to enter TABS in the email composition area, but they can use the **TAB** key to move to the next control in the tab order.
- `chat.new-message-bell`: Specifies the path to the alert sound file for new chat messages.
- `email.ringing-bell`: Specifies the path to the alert sound file for new email interactions.
- `im.new-message-bell`: Specifies the path to the alert sound file for new SMS messages.
- `chat.new-message-bell`: Specifies the path to the alert sound file for new chat messages. **[Added: 8.5.124.08]**
- `sms.ringing-bell`: Specifies the path to the alert sound file for new SMS Session messages.

- `voice.ringing-bell`: Specifies the path to the alert sound file for new voice interactions.
- `<media-type>.ringing-bell`: Specifies the path to the alert sound file for new workitems.
- `gui.themes`: Specifies that the high contrast theme is available to agents.
- `gui.magnification-factor`: Specifies the default display size of fonts and icons in the Workspace views.