Genesys Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Workspace Desktop Edition 8.5.1 (8.5.143.07)

Report Date: November 5th, 2020

Product Description: Workspace is a service that makes the omnichannel contact center come alive for agents and supervisors.

Contact Information: accessibility@genesys.com

Notes: Workspace Desktop Edition is a desktop application based on Microsoft .NET WPF technology. It is not a web application. Therefore, WCAG 2.0 is evaluated but not always applicable. When this application is deployed on the workstation of an agent or a supervisor, it is composed of:

- The Core Product, which supports the fundamental capabilities (voice, chat, email…)
- Optionally, a set of Product Plugins that extend the core product functionalities (social, proactive engagement…)
- Optionally, a set of Customizations delivered by Professional Services, Technical Business Partners or the Customer.

Core and Plugins and Customizations do not have the same Accessibility Conformance. The scope of this report is the Core Product part only.

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Evaluation Methods Used: Manual using Assistive Technologies (Jaws, Spy++, Accessibility Insights)

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 (No)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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: Workspace Desktop Edition is a desktop application based on Microsoft .NET WPF technology. It is not a web application. Therefore, some items are either Not Applicable or Not Supported by design.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Does Not Support	

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks and Explanations

2.1.2 No Keyboard Trap (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	

2.2.1 Timing Adjustable (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	The compliance of the After-Call Work functionality requires system-level parameterization by Administrators.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Does Not Support	

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	

2.4.1 Bypass Blocks (Level A)
Also applies to:
Revised Section 508
    • 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
	Does Not Support	

2.4.2 Page Titled (Level A) Also applies to: Revised Section 508	Not Applicable	There is no concept of 'page' in a non-web desktop application.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Core product supports giving meaningful description of an error but does not always highlight the detected error.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Application is not an HTML-based web application.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	

Table 2: Success Criteria, Level AA

Notes: Level AA is not evaluated.

Table 3: Success Criteria, Level AAA

Notes: Level AAA is not evaluated.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Not Evaluated	
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Evaluated	

Chapter 4: Hardware

Notes: The shipping of Workspace Desktop Edition 8.5.1 does not include any hardware component.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	
502.2.2 No Disruption of Accessibility Features	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Not Supported	Not applicable in the context on non-web technology
502.3.2 Modification of Object Information	Supports	Through Windows UI Automation
502.3.3 Row, Column, and Headers	Not Supported	Not applicable in the context on non-web technology
502.3.4 Values	Supports	Through Windows UI Automation
502.3.5 Modification of Values	Supports	Through Windows UI Automation
502.3.6 Label Relationships	Not Supported	
502.3.7 Hierarchical Relationships	Not Supported	
502.3.8 Text	Supports	Through Windows UI Automation
502.3.9 Modification of Text	Supports	Through Windows UI Automation
502.3.10 List of Actions	Not Supported	
502.3.11 Actions on Objects	Not Supported	
502.3.12 Focus Cursor	Supports	Through Windows UI Automation
502.3.13 Modification of Focus Cursor	Supports	Through Windows UI Automation
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Contrast (high contrast vs. standard contrast) and Font Size can be selected
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")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Supported	Scope applies to Email HTML editing
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Supported	Scope applies to Email HTML editing

Criteria	Conformance Level	Remarks and Explanations
504.4 Templates	Not Supported	Scope applies to Email HTML editing

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Partially Support	The user must print out a PDF.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Accessible description and instruction can be accessed through Customer Care.
603.3 Accommodation of Communication Needs	Supports	Customer Care is accessible via email, web and voice channels to provide the required channel for customers.

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