

# Genesys Cloud Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** Genesys Cloud Collaborate

**Report Date:** August 2024

**Product Description:** Genesys Cloud Collaborate is a social media app that contains data about the people in a workplace and includes ways to connect with them, such as chat, video, and document sharing. This ACR covers mobile interfaces of this application. For desktop usage of this application, please see Genesys Cloud ACR on the [Resource Center](#).

### Contact Information:

- Feedback & Questions: [accessibilityfeedback@genesys.com](mailto: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:** Manual testing only on Android (Talkback) and iPad/iPhone (VoiceOver). Also used [Accessibility Scanner](#) available for Android.

# Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	(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 2.2 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><b><u>1.1.1 Non-text Content</u></b> (Level A)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Main Page:</b> Not Applicable  <b>Search Results:</b> Not Applicable  <b>Create Personal Group:</b> Not Applicable  <b>My Profile:</b> Not Applicable  <b>Card View:</b> Not applicable  <b>Settings:</b> Not Applicable  <b>Chat Presence:</b> Not Applicable  <b>Main Page (iPhone/iPad):</b> Partially Supports  <b>My Profile (iPad):</b> Not applicable</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: <a href="#">AMCOMP-I-77</a></p> <p><b>MAIN PAGE (IPHONE/IPAD)</b></p> <p><b>Inaccurate text alternatives (1):</b>  <b>Locations:</b> "Avatar" images  <b>Issues:</b> A lot of the page types contain avatars that mention only "avatar." This does not fully make clear the purpose/usage of the image as to whether it is decorative, conveys information (such as a representation of a given user) or is a control (such as selection of such a representation).</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> </ul>	<p>Not Applicable</p>	<p>Not applicable for this criterion</p>

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

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.2.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.1 (Web)</li> <li>10.1.3.1 (Non-web document)</li> <li>11.1.3.1.1 (Open Functionality Software)</li> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Main Page:</b> Partially Supports</p> <p><b>Search Results:</b> Supports</p> <p><b>Create Personal Group:</b> Supports</p> <p><b>My Profile:</b> Supports</p> <p><b>Card View:</b> Partially Supports</p> <p><b>Settings:</b> Supports</p> <p><b>Chat Presence:</b> Supports</p> <p><b>Main Page (iPhone/iPad):</b> Supports</p> <p><b>My Profile (iPad):</b> Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: <a href="#">AMCOMP-I-78</a></p> <p><b>MAIN PAGE</b></p> <p><i>Missing information needed for screen readers (1):</i></p> <p><b>Locations:</b> Mobile-style menu</p> <p><b>Issues:</b> There is no information needed by screen readers to speak expanded and collapsed when the mobile-style menu is opened or closed. If a user of VoiceOver or Talkback activates the mobile-style menu, all users will hear is "menu".</p> <p><b>CARD VIEW</b></p> <p><i>Missing information needed for screen readers (1):</i></p> <p><b>Locations:</b> Sliding profile list</p> <p><b>Issues:</b> When encountering a sliding profile list above the selected profile, screen readers do not speak the name of the widget and does not speak how many profiles are there. Plus, selecting a profile causes the profile to disappear from the tab list, which leads to confusion for users who use a screen reader.</p>
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Not applicable for this criterion
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Not Applicable	Not applicable for this criterion.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p>	Supports	



Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Not Applicable	Not applicable for this criterion
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p>	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	Not Applicable	Not applicable for this criterion
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> </ul>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)	<p><b>Main Page:</b> Partially Supports  <b>Search Results:</b> Supports  <b>Create Personal Group:</b> Supports  <b>My Profile:</b> Supports  <b>Card View:</b> Supports  <b>Settings:</b> Supports  <b>Chat Presence:</b> Supports  <b>Main Page (iPhone/iPad):</b> Supports  <b>My Profile (iPad):</b> Partially Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: <a href="#">AMCOMP-I-79</a></p> <p><b>MAIN PAGE</b></p> <p><i>Focus is not exclusive to mobile-style menu (1):</i>  <b>Locations:</b> Mobile-style menu  <b>Issues:</b> Regardless of which smartphone or tablet is used (Android, iPhone, iPad, etc.), all the controls are accessible even if the main menu is opened. The mobile application is seen as a web page so for those who use an iPhone or iPad, the mobile-style menu is at the bottom of the "DOM." All the elements within the application are part of the "DOM" which stands for "Document Object Model." Users can touch the left side of the screen if the menu opens, but for those who swipe left and right in order to get a feel for navigating the app, all the elements within the application are accessible as long as the menu is expanded or collapsed.</p> <p><b>MY PROFILE (IPAD)</b></p> <p><i>Elements not in focus order (1):</i>  <b>Locations:</b> All elements below the heading  <b>Issues:</b> All the elements depend on the X/Y coordinates for reading from top-to-bottom. Namely, it is the Y axis that seems to have an impact on how screen readers read regardless of the two-column layout chosen. Users who have eyesight who encounters the two-column layout will read left to right in the first column and then left to right in the second column. This can be</p>

Criteria	Conformance Level	Remarks and Explanations
		confusion for sighted users who must rely on screen reader such as VoiceOver to read what's on the screen. From a CSS standpoint (CSS is Cascading Stylesheet), the elements appear to be using absolute positioning. In other words, visually positioning the elements to make it look like a two-column layout is still a one-column layout if screen readers are used.
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Not Applicable	Not applicable for this criterion
<p><a href="#">2.5.1 Pointer Gestures</a> (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"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> </ul>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>2.5.2 Pointer Cancellation</u></b> (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"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not Applicable	
<p><b><u>2.5.3 Label in Name</u></b> (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"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<p><b>2.5.4 Motion Actuation</b> (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"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Supports	



Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Supports	
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		
<b>3.2.6 Consistent Help</b> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
<b>3.3.1 Error Identification</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)	Supports	
<b>3.3.2 Labels or Instructions</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> </ul>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		
<p><b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only)            EN 301 549 Criteria – Does not apply.            Revised Section 508 – Does not apply.</p>	Not Applicable	Not applicable for this criterion
<p><b><u>4.1.1 Parsing</u></b> (Level A)            Applies to:            WCAG 2.0 and 2.1 – Always answer ‘Supports’            WCAG 2.2 (obsolete and removed) - Does not apply            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	Does not apply	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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)	<p><b>Main Page:</b> Partially Supports  <b>Search Results:</b> Supports  <b>Create Personal Group:</b> Supports  <b>My Profile:</b> Supports  <b>Card View:</b> Partially Supports  <b>Settings:</b> Supports  <b>Chat Presence:</b> Partially Supports  <b>Main Page (iPhone/iPad):</b> Partially Supports  <b>My Profile (iPad):</b> Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: <a href="#">AMCOMP-I-80</a></p> <p><b>MAIN PAGE</b></p> <p><b>Missing information needed for screen readers (1):</b>  <b>Locations:</b> Mobile-style menu  <b>Note:</b> Issues already covered in section 1.3.1.</p> <p><b>CARD VIEW</b></p> <p><b>Missing information needed for screen readers (1):</b>  <b>Locations:</b> Sliding profile list  <b>Note:</b> Issues already covered in section 1.3.1.</p> <p><b>CHAT PRESENCE</b></p> <p><b>Buttons must have accessible text (1):</b>  <b>Locations:</b>            Clear presence status button            com.genesys.purecloud.collaborate:id/presence_picker_clear_status</p> <p><b>Issues:</b> Those who use a screen reader will encounter controls that do not have labels such as in buttons, links, and form fields. Here, the "x" button does not have an accessible label. A button with no label can make it impossible to determine what functionality does which.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p><b>MAIN PAGE (IPHONE/IPAD)</b></p> <p><b><i>Inaccurate or no accessible labels for buttons (3):</i></b></p> <p><b>Locations:</b></p> <ol style="list-style-type: none"> <li>1. Create Personal Group (item) button</li> <li>2. Expand (back) button</li> <li>3. Favorites button (no label)</li> </ol> <p><b>Issues:</b> These buttons either have inaccurate or no accessible labels which can lead to confusion for users of screen readers such as VoiceOver.</p>

## Table 2: Success Criteria, Level AA

Notes:

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

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

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Main Page:</b> Partially Supports</p> <p><b>Search Results:</b> Partially Supports</p> <p><b>Create Personal Group:</b> Partially Supports</p> <p><b>My Profile:</b> Supports</p> <p><b>Card View:</b> Supports</p> <p><b>Settings:</b> Partially Supports</p> <p><b>Chat Presence:</b> Supports</p> <p><b>Main Page (iPhone/iPad):</b> Supports</p> <p><b>My Profile (iPad):</b> Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: <a href="#">AMCOMP-I-81</a></p> <p><b>MAIN PAGE</b></p> <p><i>Elements must meet minimum color contrast ratio thresholds (1):</i></p> <p><b>Locations:</b> Highlighted tab</p> <p><b>Issues:</b> The highlighted tab's text contrast ratio is 2.96. This ratio is based on an estimated foreground color of #FDFDFD and an estimated background color of #6A95DF. The workaround for users is to select another tab, read the text, and return to the selected tab.</p> <p><b>SEARCH RESULTS</b></p> <p><i>Elements must meet minimum color contrast ratio thresholds (1):</i></p> <p><b>Locations:</b> Available/Offline (and any other presence statuses) - com.genesys.purecloud.collaborate:id/presence_text</p> <p><b>Issues:</b> Those with visual disabilities may find it difficult to read text against light background. All text should meet or exceed 4.5:1 contrast ratio.</p> <p><b>CREATE PERSONAL GROUP</b></p> <p><i>Elements must meet minimum color contrast ratio thresholds (2):</i></p> <p><b>Locations:</b></p> <ol style="list-style-type: none"> <li>Step 1 com.genesys.purecloud.collaborate:id/step_1</li> <li>Step 2 com.genesys.purecloud.collaborate:id/step_2</li> </ol>



Criteria	Conformance Level	Remarks and Explanations
		<p><b>Issues:</b> Steps that do not have enough contrast between the background color and numbers can be difficult for users who can see the screen.</p> <p><b>SETTINGS</b></p> <p><b>Elements must meet minimum color contrast ratio thresholds (3):</b></p> <p><b>Locations:</b></p> <ol style="list-style-type: none"> <li>1. Account</li> <li>2. Chat</li> <li>3. Background Chat Notifications</li> </ol> <p><b>Issues:</b> Elements have insufficient color contrast of 2.35:1. The text color is #75A8FF the background color is #FDFDFD. Light color against light background can be difficult for users of visual disabilities to see the text on the screen.</p>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p>	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.10 Reflow</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Support	

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p><b>Main Page:</b> Supports  <b>Search Results:</b> Partially Supports  <b>Create Personal Group:</b> Supports  <b>My Profile:</b> Partially Supports  <b>Card View:</b> Supports  <b>Settings:</b> Supports  <b>Chat Presence:</b> Supports  <b>Main Page (iPhone/iPad):</b> Supports  <b>My Profile (iPad):</b> Partially Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: <a href="#">AMCOMP-I-82</a></p> <p><b>SEARCH RESULTS</b></p> <p><b>Images must meet minimum color contrast ratio threshold (2):</b>  <b>Locations:</b></p> <ol style="list-style-type: none"> <li>1. Search button</li> <li>2. Images either consisting of group of users or single users</li> </ol> <p><b>Issues:</b> These images that are not considered incidental can be difficult for users to see the images clearly, especially for those with blurry vision. All images must meet or exceed a contrast ratio of 3:1.</p> <p><b>MY PROFILE</b></p> <p><b>Images must meet minimum color contrast ratio threshold (1):</b>  <b>Location:</b></p> <p style="padding-left: 40px;">Collapse/expand button  com.genesys.purecloud.collaborate:id/collapse</p> <p><b>Issues:</b> Those who have a visual disability may not encounter the button for showing and hiding additional data. The image's contrast ratio is 2.11. This ratio is based on an estimated foreground color of #B1B1B1 and an estimated background color of #FDFDFD. Ratio should be 3.00 or greater.</p>
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> </ul>	<p>Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> </ul>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b><u>2.4.11 Focus Not Obscured (Minimum)</u></b>  (Level AA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Supports	
<p><b><u>2.5.7 Dragging Movements</u></b> (Level AA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Supports	
<p><b><u>2.5.8 Target Size (Minimum)</u></b> (Level AA 2.2 only)  EN 301 549 Criteria – Does not apply</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Not applicable for this criterion
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> </ul>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.

## Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.6 Sign Language (Prerecorded)</u></b>            (Level AAA)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion.
<p><b><u>1.2.7 Extended Audio Description (Prerecorded)</u></b>            (Level AAA)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion.
<p><b><u>1.2.8 Media Alternative (Prerecorded)</u></b>            (Level AAA)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion.
<p><b><u>1.2.9 Audio-only (Live)</u></b> (Level AAA)            EN 301 549 Criteria– Does not apply            Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion.
<p><b><u>1.3.6 Identify Purpose</u></b> (Level AAA 2.1 and 2.2)            EN 301 549 Criteria– Does not apply            Revised Section 508 – Does not apply</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.6 Contrast (Enhanced)</u></b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p><b>Main Page:</b> Partially Supports  <b>Search Results:</b> Partially Supports  <b>Create Personal Group:</b> Partially Supports  <b>My Profile:</b> Supports  <b>Card View:</b> Supports  <b>Settings:</b> Partially Supports  <b>Chat Presence:</b> Supports  <b>Main Page (iPhone/iPad):</b> Supports  <b>My Profile (iPad):</b> Supports</p>	<p><b>Note:</b> What fails in 1.4.3, Level AA can also fail in 1.4.6, Level AAA. Issues regarding text not meeting color contrast ratio thresholds won't be repeated here.</p>
<p><b><u>1.4.7 Low or No Background Audio</u></b>  (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p>Supports</p>	
<p><b><u>1.4.8 Visual Presentation</u></b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p>Supports</p>	
<p><b><u>1.4.9 Images of Text (No Exception)</u></b>  (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p>Not Applicable</p>	<p>Not applicable for this criterion</p>
<p><b><u>2.1.3 Keyboard (No Exception)</u></b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p>Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.3 No Timing</u></b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Supports	
<p><b><u>2.2.4 Interruptions</u></b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Supports	
<p><b><u>2.2.5 Re-authenticating</u></b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion
<p><b><u>2.2.6 Timeouts</u></b> (Level AAA 2.1 and 2.2)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion
<p><b><u>2.3.2 Three Flashes</u></b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion
<p><b><u>2.3.3 Animation from Interactions</u></b>  (Level AAA 2.1 and 2.2)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.8 Location</b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Supports	
<p><b>2.4.9 Link Purpose (Link Only)</b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Not Applicable	
<p><b>2.4.10 Section Headings</b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Not Applicable	
<p><b>2.4.12 Focus Not Obscured (Enhanced)</b> (Level AAA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Supports	
<p><b>2.4.13 Focus Appearance</b> (Level AAA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Supports	
<p><b>2.5.5 Target Size</b> (Level AAA 2.1 and 2.2)</p>	<p><b>Main Page:</b> Supports  <b>Search Results:</b> Partially Supports  <b>Create Personal Group:</b> Partially</p>	<p><b>SEARCH RESULTS</b>  All touch targets must be 48dp or larger (44dp for iOS) (3):</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p>Supports  <b>My Profile:</b> Partially Supports  <b>Card View:</b> Partially Supports  <b>Settings:</b> Supports  <b>Chat Presence:</b> Supports  <b>Main Page (iPhone/iPad):</b> Supports  <b>My Profile (iPad):</b> Supports</p>	<p>Locations:</p> <ol style="list-style-type: none"> <li>1. Search box (does not affect iOS) com.genesys.purecloud.collaborate:id/search_box</li> <li>2. Clear Search com.genesys.purecloud.collaborate:id/clear_search</li> <li>3. Search button (does not affect iOS) com.genesys.purecloud.collaborate:id/btn_search</li> </ol> <p><b>Issues:</b> Users who suffer from hand tremors or dyslexia may have a difficult time when touching the screen on a smartphone or a tablet.</p> <p><b>CREATE PERSONAL GROUP</b></p> <p><b>All touch targets must be 48dp or larger (Android only) (1):</b>  <b>Locations:</b> Create Group Name - com.genesys.purecloud.collaborate:id/create_group_name  <b>Issues:</b> Those who suffer from hand tremors or have dyslexia are going to have difficulties touching the controls on the screen.</p> <p><b>MY PROFILE</b></p> <p>All touch targets must be 48dp or larger (2):  Locations:</p> <ol style="list-style-type: none"> <li>1. "Contact Information" disclosure button com.genesys.purecloud.collaborate:id/collapse_container</li> <li>2. User data (email address) com.genesys.purecloud.collaborate:id/data</li> </ol> <p><b>Issues:</b> Those who currently suffer from hand tremors or dyslexia can have problems touching the controls on the touch screen display such as in smartphones and tablets.</p> <p><b>CARD VIEW</b></p>

Criteria	Conformance Level	Remarks and Explanations
		<p><b>All touch targets must be 48dp or larger (44dp for iOS) (6):</b></p> <p><b>Locations:</b></p> <ol style="list-style-type: none"> <li>1. Phone icon</li> <li>2. Email icon</li> <li>3. SMS icon</li> <li>4. Chat icon</li> <li>5. Profile icon (small)</li> <li>6. Favorite icon</li> </ol> <p><b>Issues:</b> All interactive elements must have a minimum of 48dp by 48dp for Android or 44dp by 44dp or larger for iOS/iPad. Those icons can be difficult for users who suffer from hand tremors or dyslexia.</p>
<p><b><u>2.5.6 Concurrent Input Mechanisms</u></b> (Level AAA 2.1 and 2.2)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion
<p><b><u>3.1.3 Unusual Words</u></b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion
<p><b><u>3.1.4 Abbreviations</u></b> (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion
<p><b><u>3.1.5 Reading Level</u></b> (Level AAA)  EN 301 549 Criteria – Does not apply</p>	Supports	



Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<b><u>3.1.6 Pronunciation</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
<b><u>3.2.5 Change on Request</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
<b><u>3.3.5 Help</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
<b><u>3.3.6 Error Prevention (All)</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
<b><u>3.3.9 Accessible Authentication (Enhanced)</u></b> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion

# Revised Section 508 Report

Notes:

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

Notes:

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"><li>• 1.1.1 - Non-Text Content</li><li>• 1.3.1 – Info and Relationships</li><li>• 2.4.3 - Focus Order</li><li>• 4.1.2 - Name, Role, Value</li></ul> <p>See <a href="#">WCAG 2.2</a> 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 the following WCAG Criteria:</p> <ul style="list-style-type: none"><li>• 1.1.1 - Non-text Content</li><li>• 1.3.1 - Info and Relationships</li><li>• 1.4.3 - Contrast (Minimum)</li><li>• 1.4.11 - Non-text Contrast</li><li>• 2.4.3 - Focus Order</li><li>• 4.1.2 - Name, Role, Value</li></ul> <p>See <a href="#">WCAG 2.2</a> 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 the following WCAG Criteria:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>1.4.3 - Contrast (Minimum)</li> </ul> <p>See <a href="#">WCAG 2.2</a> section for details regarding any exceptions.</p>
302.4 Without Hearing	Not Applicable	Not applicable for this criterion.
302.5 With Limited Hearing	Not Applicable	Not applicable for this criterion.
302.6 Without Speech	Not Applicable	Not applicable for this criterion.
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 the following WCAG Criteria:</p> <ul style="list-style-type: none"> <li>2.4.3 - Focus Order</li> <li>2.5.5 - Target Size</li> <li>4.1.2 - Name, Role, Value</li> </ul> <p>See <a href="#">WCAG 2.2</a> section for details regarding any exceptions.</p>
302.8 With Limited Reach and Strength	Not Applicable	Not applicable for this criterion.
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 the following WCAG Criteria:</p> <ul style="list-style-type: none"> <li>1.1.1 - Non-text Content</li> <li>1.3.1 - Info and Relationships</li> <li>4.1.2 - Name, Role, Value</li> </ul> <p>See <a href="#">WCAG 2.2</a> section for details regarding any exceptions.</p>

## Chapter 4: [Hardware](#)

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

## Chapter 5: [Software](#)

Notes: Genesys Cloud Collaborate 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 <a href="#">WCAG 2.2</a> section	See information in <a href="#">WCAG 2.2</a> section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
<b><a href="#">502.3 Accessibility Services</a></b>	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	
<b><a href="#">503 Applications</a></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	

<b>503.4 User Controls for Captions and Audio Description</b>	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	
<b><u>504 Authoring Tools</u></b>	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 Collaborate 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/>

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

# EN 301 549 Report

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 the following WCAG Criteria:</p> <ul style="list-style-type: none"><li>• 1.1.1 - Non-Text Content</li><li>• 1.3.1 – Info and Relationships</li><li>• 2.4.3 - Focus Order</li><li>• 4.1.2 - Name, Role, Value</li></ul> <p>See <a href="#">WCAG 2.2</a> 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 the following WCAG Criteria:</p> <ul style="list-style-type: none"><li>• 1.1.1 - Non-Text Content</li><li>• 1.3.1 – Info and Relationships</li><li>• 2.4.3 - Focus Order</li><li>• 4.1.2 - Name, Role, Value</li></ul> <p>See <a href="#">WCAG 2.2</a> 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 colour, as shown in the following WCAG Criteria:</p> <ul style="list-style-type: none"><li>• 1.4.3 - Contrast (Minimum)</li></ul> <p>See <a href="#">WCAG 2.2</a> section for details regarding any exceptions.</p>
4.2.4 Usage without hearing	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Not Applicable	Not applicable for this criterion.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Not applicable for this criterion.
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 or strength, as shown in the following WCAG Criteria:</p> <ul style="list-style-type: none"> <li>• 2.5.5 - Target Size</li> <li>• 4.1.2 - Name, Role, Value</li> </ul> <p>See <a href="#">WCAG 2.2</a> section for details regarding any exceptions.</p>
4.2.8 Usage with limited reach	Not Applicable	Not applicable for this criterion.
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Not applicable for this criterion.
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 cognition, language or learning abilities, as shown in the following WCAG Criteria:</p> <ul style="list-style-type: none"> <li>• 1.1.1 - Non-text Content</li> <li>• 1.3.1 - Info and Relationships</li> <li>• 2.4.3 - Focus Order</li> <li>• 4.1.2 - Name, Role, Value</li> </ul> <p>See <a href="#">WCAG 2.2</a> section for details regarding any exceptions.</p>
4.2.11 Privacy	Supports	

## Chapter 5: [Generic Requirements](#)

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

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech		Dependency on user network bandwidth. See <a href="#">Genesys Cloud System Requirements</a> .
<b>6.2 Real-time text (RTT) functionality</b>	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	
6.3 Caller ID	Not Applicable	
6.4 Alternatives to voice-based services	Not Applicable	
<b>6.5 Video communication</b>	Heading cell – no response required	Heading cell – no response required
<b>6.5.1 General (informative)</b>	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 <a href="#">Genesys Cloud System Requirements</a> .
6.5.4 Synchronization between audio and video		Dependency on user network bandwidth. See



Criteria	Conformance Level	Remarks and Explanations
		<a href="#">Genesys Cloud System Requirements.</a>
6.5.5 Visual indicator of audio with video		Dependency on user network bandwidth. See <a href="#">Genesys Cloud System Requirements.</a>
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	
<b>6.6 Alternatives to video-based services (advisory only)</b>	Advisory – no response required	Advisory – no response required

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

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

Criteria	Conformance Level	Remarks and Explanations
<b>7.1 Caption processing technology</b>	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 2.2](#) section)

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

Notes: Not applicable

Criteria	Conformance Level	Remarks and Explanations
<b>10.0 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See <a href="#">WCAG 2.2</a> section	See information in WCAG 2.2 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
<b>11.0 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See <a href="#">WCAG 2.2</a> section	See information in WCAG 2.2 section
<b>11.5 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2 Accessibility services</b>	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	
11.5.2.6 Row, column, and headers	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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	
<b>11.6 Documented accessibility usage</b>	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	
<b>11.8 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.8.1 Content technology</b>	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable (If not authoring tool, enter “Not Applicable”)	
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 Collaborate is available on the Genesys Cloud Resource Center (<https://help.mypurecloud.com/>).
- The Genesys Cloud ACR is available via <https://help.mypurecloud.com/articles/about-accessibility/>

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	See <a href="#">Genesys Cloud Resource Center ACR</a> .	
12.1.2 Accessible documentation	See <a href="#">Genesys Cloud Resource Center ACR</a> .	
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	See <a href="#">Genesys Cloud Resource Center ACR</a> .	
12.2.3 Effective communication	See <a href="#">Genesys Cloud Resource Center ACR</a> .	
12.2.4 Accessible documentation	See <a href="#">Genesys Cloud Resource Center ACR</a> .	

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

Notes: Not applicable

Criteria	Conformance Level	Remarks and Explanations
<b>13.1 Relay services requirements</b>	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	

## Legal Disclaimer

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