

Genesys Cloud Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Genesys Cloud Resource Center

Report Date: June, 2024

Product Description: The Genesys Cloud Resource Center is your one-stop location for learning about the Genesys Cloud product. Browse for how-to and reference articles, seek answers to your questions using the FAQs, and use the glossary to look up industry terms that may be new to you. Explore the video library for quick overviews of various tasks and concepts. Review our Release Notes for a summary of the latest updates.

Contact Information:

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

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

Evaluation Methods Used:

Assistive Technologies: ZoomText 2024, JAWS 2024, NVDA 2024.1, Dragon Naturally Speaking, Read&Write Gold, VoiceOver in iPad, Talkback in Android Smartphone

Accessibility Testing Tools: axe DevTools

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

Operating Systems/Browsers: Windows 10 with Chrome and Edge and Android with Google Chrome and Firefox

Evaluation performed by: [LighthouseWorks](#)

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) 10.1.1.1 (Non-web document) 11.1.1.1.1 (Open Functionality Software) 11.1.1.1.2 (Closed Functionality Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Main Page: Partially Supports</p> <p>Release Notes: Partially Supports</p> <p>Genesys Cloud Release Notes: Supports</p> <p>GC Release Notes Sample Page 1: Supports</p> <p>Storage Calculator: Supports</p> <p>Genesys Cloud Feature Matrix: Supports</p> <p>Gamification Overview: Supports</p> <p>Assign Queue to an Agent: Supports</p> <p>Search Results: Partially Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-95</p> <p>MAIN PAGE:</p> <p><i>Images must have alternative text (10):</i></p> <p>HTML:</p> <ul style="list-style-type: none">

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li data-bbox="1087 305 1990 397">• <code></code> <p data-bbox="1035 440 1388 467">Inaccurate alternate text (1):</p> <p data-bbox="1035 475 1864 503">Location: Search “icon” button in the Genesys Cloud Network sidebar</p> <p data-bbox="1035 511 1976 683">Problems: If there is an <code><icon></code> tag, screen readers will read it as “icon search icon” or “search icon icon” because the word “icon” is redundant. It’s the same thing for “logo” as in “Genesys Cloud Resource Center logo logo” or “logo Genesys Cloud Network Center logo.” That is, if there’s a <code><logo></code> tag. Users of screen readers may not know what an “icon” or “logo” is.</p> <p data-bbox="1035 724 1236 751">RELEASE NOTES:</p> <p data-bbox="1035 792 1480 820">Images must have alternate text (8):</p> <p data-bbox="1035 828 1115 855">HTML:</p> <ol data-bbox="1087 863 1938 1356" style="list-style-type: none"> <li data-bbox="1087 863 1938 959">1. <code></code> <li data-bbox="1087 967 1938 1063">2. <code></code> <li data-bbox="1087 1071 1938 1167">3. <code></code> <li data-bbox="1087 1175 1938 1271">4. <code></code> <li data-bbox="1087 1279 1938 1356">5. <code></code>

Criteria	Conformance Level	Remarks and Explanations
		<p>6. <code></code></p> <p>7. <code></code></p> <p>8. <code></code></p> <p>SEARCH RESULTS:</p> <p><i>Images must have alternate text (8):</i></p> <p>HTML:</p> <p>1. <code></code></p> <p>2. <code></code></p> <p>3. <code></code></p> <p>4. <code></code></p> <p>5. <code></code></p>

Criteria	Conformance Level	Remarks and Explanations
		<p>6. </p> <p>7. </p> <p>8. </p> <p>9. </p> <p>10. </p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Not Applicable</p>	<p>Not applicable for this criterion</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Partially Supports (see Note).</p> <p><u>Main Page:</u> Not Applicable</p> <p><u>Release Notes:</u> Not Applicable</p> <p>Applicable</p> <p><u>Genesys Cloud Release Notes:</u> Not Applicable</p> <p><u>GC Release Notes Sample Page 1:</u> Not Applicable</p> <p><u>Storage Calculator:</u> Not Applicable</p> <p>Applicable</p> <p><u>Genesys Cloud Feature Matrix:</u> Not Applicable</p> <p><u>Gamification Overview:</u> Supports</p> <p><u>Assign Queue to an Agent:</u> Not Applicable</p> <p><u>Search Results:</u> Not Applicable</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-90</p> <p>NOTE: Although no specific gaps exist in scope of the pages in the review sample for this criterium, and generally captioning is used on the Resource Center, there does exist a subset of videos which do not contain captioning. Examples can be found on this page: Training Videos.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.3 (Web) 10.1.2.3 (Non-web document) 11.1.2.3.1 (Open Functionality Software) 11.1.2.3.2 (Closed Software) 	<p><u>Main Page:</u> Not Applicable</p> <p><u>Release Notes:</u> Not Applicable</p> <p>Applicable</p> <p><u>Genesys Cloud Release Notes:</u> Not Applicable</p> <p><u>GC Release Notes Sample Page 1:</u> Not Applicable</p> <p><u>Storage Calculator:</u> Not Applicable</p> <p>Applicable</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-96</p> <p>GAMIFICATION OVERVIEW:</p> <p><i>Videos do not contain audio description (3):</i></p> <p>Also applies to: 1.2.5 (AA)</p> <p>Locations: All videos in the web page</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Genesys Cloud Feature Matrix : Not Applicable Gamification Overview : Partially Supports Assign Queue to an Agent : Not Applicable Search Results : Not Applicable	<p>Problems: Audio description is a sort of narrative, or "play-by-play", of what's happening on the screen. When this is missing, as it is here, people who are blind or visually impaired may not be able to follow the video.</p>
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Main Page : Supports Release Notes : Partially Supports Genesys Cloud Release Notes : Does Not Support GC Release Notes Sample Page 1 : Partially Supports Storage Calculator : Supports Genesys Cloud Feature Matrix : Supports Gamification Overview : Supports Assign Queue to an Agent : Partially Supports Search Results : Supports	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-97</p> <p>RELEASE NOTES, GC RELEASE NOTES SAMPLE PAGE 1:</p> <p>Missing ARIA attributes (1): Also applies to: 4.1.2 (A) Location: Expand All/Collapse All The issue with the expand all/collapse all button is explained in the 4.1.2 section.</p> <p>RELEASE NOTES, GENESYS CLOUD RELEASE NOTES, GC RELEASE NOTES SAMPLE PAGE 1:</p> <p>Missing keyboard support and ARIA attributes (3): Also applies to: 2.1.1 (A), 4.1.2 (A) Locations:</p> <ul style="list-style-type: none"> Disclosure buttons in "Release Notes" page type Disclosure buttons in "Genesys Cloud Release Notes" page types Disclosure buttons in "GC Release Notes Sample Page 1" page type <p>We have provided details in the WCAG 2.1.1 section of this report.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>ASSIGN QUEUES TO AN AGENT:</p> <p><i>Certain ARIA roles must be contained by particular parents (4):</i></p> <p>Locations:</p> <ul style="list-style-type: none"> • <code><div class="panel-heading" role="tab" id="heading_citem_4670-7846"></code> • <code><div class="panel-heading" role="tab" id="heading_citem_1801-cb63"></code> • <code><div class="panel-heading" role="tab" id="heading_citem_912a-ddc9"></code> • <code><div class="panel-heading" role="tab" id="heading_citem_402e-555f"></code> <p>Issues: Required ARIA parent role not present: tablist</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Not applicable for this criterion
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p>	<p>Main Page: Partially Supports</p> <p>Release Notes: Partially Supports</p> <p>Genesys Cloud Release Notes: Does Not Support</p> <p>GC Release Notes Sample Page 1: Partially Supports</p> <p>Storage Calculator: Supports</p> <p>Genesys Cloud Feature Matrix: Does Not Support</p> <p>Gamification Overview: Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-98</p> <p>MAIN PAGE:</p> <p>Missing keyboard support (1):</p> <p>Location: Genesys Cloud Network sidebar (hidden by the “brain” button in the right side of the page) -> My Favorites -> “Sign in” link</p> <p>Problems: The link looks clickable and is distinguishable by color from the surrounding text, but users who rely on the keyboard for navigation won’t be able to get to that sign in link. A workaround is to get to the “sign in” button at the beginning of the sidebar, but if there’s a sign in link beneath “My Favorites” heading, then that link must be keyboard-accessible.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Assign Queue to an Agent: Supports</p> <p>Search Results: Supports</p>	<p>RELEASE NOTES, GENESYS CLOUD RELEASE NOTES, GC RELEASE NOTES SAMPLE PAGE 1:</p> <p><i>Missing keyboard support and ARIA attributes (3):</i> Also applies to: 1.3.1 (A), 4.1.2 (A) Locations:</p> <ul style="list-style-type: none"> Disclosure buttons in “Release Notes” page type Disclosure buttons in “Genesys Cloud Release Notes” page types Disclosure buttons in “GC Release Notes Sample Page 1” page type <p>Problems: Users who must rely on the keyboard for navigation due to lack of fine motor skills won’t be able to expand any of the disclosure buttons that have a + symbol next to the labels. Even if the disclosure buttons have keyboard support, there won’t be any indication regarding whether a disclosure button is expanded or not. For “Release Notes” and “GC Release Notes Sample Page 1” page types there is a workaround where users who rely on the keyboard for navigation can simply navigate to “Expand All” and this will cause all the additional content to show beneath the disclosure buttons.</p> <p>GC RELEASE NOTES SAMPLE PAGE 1:</p> <p><i>Labels do not have built-in keyboard support (2):</i> Locations:</p> <ul style="list-style-type: none"> “Yes” radio button (Helpful) “No” Radio button (Not Helpful) <p>Problems: Setting the radio buttons to display: none in CSS takes away keyboard support. Users who must rely on keyboard for navigation won’t be able to access the “Is this helpful” radio buttons at all.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>GENESYS CLOUD FEATURE MATRIX:</p> <p>Scrollable region must have keyboard access (1): HTML: <div class="df-viewer df-reader" style="inset: 0px; padding: 10px 0px 62px 0px;"> Issues: To solve this problem, you need to fix at least (1) of the following:</p> <ul style="list-style-type: none"> • Element should have focusable content • Element should be focusable <p>Missing keyboard support (1): Locations: Controls after the page number as part of the “scrollable document” Problems: Users who must rely on the keyboard for navigation won’t be able to access the document controls such as toggling thumbnails, zooming in and out, share a document, or go full screen.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Not Applicable for this criterion
<p>2.2.2 Pause, Stop, Hide (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"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Not Applicable	Not Applicable for this criterion

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

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.4.3 Focus Order</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) 	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.3.2 Labels or Instructions (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>3.3.7 Redundant Entry (Level A 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
<p>4.1.1 Parsing (Level A)</p> Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

Criteria	Conformance Level	Remarks and Explanations
<p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p>	<p><u>Main Page</u>: Partially Supports</p> <p><u>Release Notes</u>: Partially Supports</p> <p><u>Genesys Cloud Release Notes</u>: Does Not Support</p> <p><u>GC Release Notes Sample Page 1</u>: Partially Supports</p> <p><u>Storage Calculator</u>: Partially Supports</p> <p><u>Genesys Cloud Feature Matrix</u>: Supports</p> <p><u>Gamification Overview</u>: Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-99</p> <p>MAIN PAGE:</p> <p>Buttons must have discernable text (1):</p> <p>HTML: <code><button id="gcsdtbt-toggle" class="gcsdtbt"></button></code></p> <p>Issues: Brain button does not have any associated text equivalent</p> <p>Frames must have an accessible name (1):</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Assign Queue to an Agent: Partially Supports Search Results: Supports</p>	<p>HTML: <iframe class="gcsdtbt" src="https://braintab.genesys.com/?product=genesys-cloud-cx&theme=light"></iframe></p> <p>Issues: Genesys Knowledge Network frame has no accessible name</p> <p>Missing ARIA attributes (1): Also applies to: 1.3.1 (A) Location: Language button Problems: The language button for selecting the language is considered a drop-down menu and there is lack of information that is necessary for screen readers to announce whether the drop-down menu is expanded or collapsed.</p> <p>RELEASE NOTES, GC RELEASE NOTES SAMPLE PAGE 1:</p> <p>Missing ARIA attributes (1): Also applies to: 1.3.1 (A) Locations: Expand All/Collapse All Problems: There is missing information that is needed to let users of screen readers know that all the content is not shown.</p> <p>RELEASE NOTES, GENESYS CLOUD RELEASE NOTES, GC RELEASE NOTES SAMPLE PAGE 1:</p> <p>Missing keyboard support and ARIA attributes (3): Also applies to: 1.3.1 (A), 2.1.1 (A) Locations:</p> <ul style="list-style-type: none"> Disclosure buttons in "Release Notes" page type Disclosure buttons in "Genesys Cloud Release Notes" page types Disclosure buttons in "GC Release Notes Sample Page 1" page type <p>We have provided details in the WCAG 2.1.1 section of this report.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>RELEASE NOTES:</p> <p>Form elements must have labels (1): HTML: <code><input class="fedramp-toggle-input" type="radio" value="fedramp-rn-section" id="radio-fedramp"></code> Issues: Release Areas label is not connected as description for FedRAMP radio buttons</p> <p>STORAGE CALCULATOR:</p> <p>Form elements must have labels (5): HTML:</p> <ol style="list-style-type: none"> 1. <code><input type="number" class="storage-calc form-control" id="calls" required=""></code> 2. <code><input type="number" class="storage-calc form-control" id="days-per-month" required=""></code> 3. <code><input type="number" class="storage-calc form-control" id="call-duration" step="0.01" required=""></code> 4. <code><input type="number" class="storage-calc sc-audio storage-duration form-control" required="" max="999"></code> 5. <code><input type="number" class="storage-calc sc-screen storage-duration form-control" max="999"></code> <p>Issues: Storage calculator input fields do not have programmatically associated labels</p> <p>Select element must have an accessible name (2): HTML:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ol style="list-style-type: none"> <select class="storage-calc sc-audio recording-percent form-control"> <select class="storage-calc sc-screen recording-percent form-control"> <p>Issues: Storage calculator input fields do not have accessible names</p> <p>ASSIGN QUEUES TO AN AGENT:</p> <p>Interactive controls must not be nested (4):</p> <p>HTML:</p> <ol style="list-style-type: none"> <div class="panel-heading" role="tab" id="heading_citem_4670-7846"> <div class="panel-heading" role="tab" id="heading_citem_1801-cb63"> <div class="panel-heading" role="tab" id="heading_citem_912a-ddc9"> <div class="panel-heading" role="tab" id="heading_citem_402e-555f"> <p>Issues: Element has focusable descendants</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.4 (Web) 	Not Applicable	Not applicable due to not having any live video content

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p><u>Main Page</u>: Not Applicable <u>Release Notes</u>: Not Applicable <u>Genesys Cloud Release Notes</u>: Not Applicable <u>GC Release Notes Sample Page 1</u>: Not Applicable <u>Storage Calculator</u>: Not Applicable <u>Genesys Cloud Feature Matrix</u>: Not Applicable <u>Gamification Overview</u>: Partially Supports <u>Assign Queue to an Agent</u>: Not Applicable <u>Search Results</u>: Not Applicable</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-100</p> <p>GAMIFICATION OVERVIEW:</p> <p>Videos do not contain audio description (3): Also applies to: 1.2.3 (A) Locations: All videos in the web page This success criterion is very much the same as in 1.2.3 (A), so this issue will not be repeated.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p>	<p>All Page Types: Does Not Support</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-101</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>ALL PAGE TYPES:</p> <p>Main header takes up screen real estate in landscape mode (1):</p> <p>Location:</p> <ul style="list-style-type: none"> - Header - Cookie Banner <p>Problems: The main header is fixed to the top of the web page and there is very little content shown below the main header. The search bar takes up a lot of space on a smartphone.</p>
<p>1.3.5 Identify Input Purpose (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"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) 	<p>Main Page: Partially Supports</p> <p>Release Notes: Supports</p> <p>Genesys Cloud Release Notes: Partially Supports</p> <p>GC Release Notes Sample Page 1: Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-102</p> <p>MAIN PAGE:</p> <p>Elements must meet minimum color contrast ratio thresholds (5):</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Storage Calculator: Supports</p> <p>Genesys Cloud Feature Matrix: Partially Supports</p> <p>Gamification Overview: Supports</p> <p>Assign Queue to an Agent: Supports</p> <p>Search Results: Supports</p>	<p>HTML:</p> <ol style="list-style-type: none"> 1. <code>New</code> 2. <code><div class="content-block"></code> 3. <code>Privacy Policy</code> 4. <code><button id="onetrust-pc-btn-handler" class="cookie-setting-link">Cookies Settings</button></code> 5. <code><button id="onetrust-accept-btn-handler">Accept</button></code> <p>Issues:</p> <ul style="list-style-type: none"> • Element has insufficient color contrast of 3.28 (foreground color: #ffffff, background color: #ff4f1f, font size: 8.9pt (11.9px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 2.72 (foreground color: #ff6b20, background color: #fff9f6, font size: 26.3pt (35px), font weight: normal). Expected contrast ratio of 3:1 • Element has insufficient color contrast of 3.28 (foreground color: #ff4f1f, background color: #ffffff, font size: 8.5pt (11.382px), font weight: bold). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 3.28 (foreground color: #ff4f1f, background color: #ffffff, font size: 8.5pt (11.382px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 3.28 (foreground color: #ffffff, background color: #ff4f1f, font size: 11.7pt

Criteria	Conformance Level	Remarks and Explanations
		<p>(15.554px), font weight: normal). Expected contrast ratio of 4.5:1</p> <p>GENESYS CLOUD RELEASE NOTES:</p> <p><i>Elements must meet minimum color contrast ratio thresholds (1):</i> HTML: <code>Subscribe to release notes</code></p> <p>Issues: Element has insufficient color contrast of 3.28 (foreground color: #ffffff, background color: #ff4f1f, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 4.5:1</p> <p>GENESYS CLOUD FEATURE MATRIX:</p> <p><i>Elements must meet minimum color contrast ratio thresholds (1):</i> HTML: <code><label for="df_book_page_number_151">1/3</label></code></p> <p>Issues: Element has insufficient color contrast of 2.65 (foreground color: #999999, background color: #f7f7f7, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 	<p>Does not Support</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-99</p> <p>The issue with header and cookie banner causing issues with magnifier users are covered in the 1.3.4 (Orientation) section.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Main Page: Not Applicable Release Notes: Not Applicable Genesys Cloud Release Notes: Not Applicable GC Release Notes Sample Page 1: Not Applicable Storage Calculator: Not Applicable Genesys Cloud Feature Matrix: Does Not Support Gamification Overview: Not Applicable Assign Queue to an Agent: Not Applicable Search Results: Not Applicable</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-103</p> <p>GENESYS CLOUD FEATURE MATRIX:</p> <p>Image of text found (1): Location: A “document” that consists of images containing the list of features for Genesys Cloud Issues: Screen readers do not have the capability to interpret a table in an image. In other words, those who use a screen reader won’t know what features Genesys Cloud is included or is available.</p>
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>1.4.13 Content on Hover or Focus (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"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Main Page: Partially Supports</p> <p>Release Notes: Partially Supports</p> <p>Genesys Cloud Release Notes: Partially Supports</p> <p>GC Release Notes Sample Page 1: Partially Supports</p> <p>Storage Calculator: Supports</p> <p>Genesys Cloud Feature Matrix: Partially Supports</p> <p>Gamification Overview: Supports</p> <p>Assign Queue to an Agent: Supports</p> <p>Search Results: Partially Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-104</p> <p>MAIN PAGE:</p> <p><i>Bolded text alone is used to convey headings, but they are not headings (5):</i></p> <p>Locations:</p> <ul style="list-style-type: none"> Genesys Cloud Resource Center in main header Contact Solutions Company About Genesys <p>Issues: Users of screen readers can use H and Shift+H key to navigate the headings along with 1-6 and Shift+1 through Shift+6 to navigate between heading levels. Without any semantic information that is needed by screen readers, users have no way of quickly accessing the list of links.</p> <p>RELEASE NOTES:</p> <p><i>Bolded text alone is used to convey headings, but they are not headings (8):</i></p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Locations:</p> <ul style="list-style-type: none"> • Feature releases • Media Tier release notes • Integrations release notes • Desktop app release notes • iOS mobile app release notes • Android mobile app release notes • Phones and endpoint release notes • Release areas in sidebar <p>Issues: Users of screen readers can use H and Shift+H key to navigate the headings along with 1-6 and Shift+1 through Shift+6 to navigate between heading levels. Without any semantic information that is needed by screen readers, users have no way of quickly accessing the list of links.</p> <p>GENESYS CLOUD RELEASE NOTES:</p> <p>Bolded text alone is used to convey headings, but they are not headings (2):</p> <p>Locations:</p> <ul style="list-style-type: none"> • See what’s new in Genesys Cloud • Dates in links that need to be headings <p>Issues: Users of screen readers can use H and Shift+H key to navigate the headings along with 1-6 and Shift+1 through Shift+6 to navigate between heading levels. Without any semantic information that is needed by screen readers, users have no way of quickly accessing the list of links.</p> <p>GENESYS CLOUD RELEASE NOTES SAMPLE PAGE 1:</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Bolded text alone is used to convey headings, but they are not headings (3): Locations:</p> <ul style="list-style-type: none"> • Important: New feature deployment schedule in effect • Several instances of “additional details” • Note <p>Issues: Users of screen readers can use H and Shift+H key to navigate the headings along with 1-6 and Shift+1 through Shift+6 to navigate between heading levels. Without any semantic information that is needed by screen readers, users have no way of quickly accessing the list of links.</p> <p>SEARCH RESULTS:</p> <p>Bolded text alone is used to convey headings, but they are not headings (1): Locations:</p> <ul style="list-style-type: none"> • Stand-alone links above each paragraphs in search results <p>Issues: Users of screen readers can use H and Shift+H key to navigate the headings along with 1-6 and Shift+1 through Shift+6 to navigate between heading levels. Without any semantic information that is needed by screen readers, users have no way of quickly accessing the list of links.</p>
<p>2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) 	<p>Main Page: Partially Supports Release Notes: Supports Genesys Cloud Release Notes: Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-105</p> <p>MAIN PAGE:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>GC Release Notes Sample Page 1: Supports</p> <p>Storage Calculator: Supports</p> <p>Genesys Cloud Feature Matrix: Supports</p> <p>Gamification Overview: Supports</p> <p>Assign Queue to an Agent: Supports</p> <p>Search Results: Partially Supports</p>	<p>Missing focus outlines/highlights (1): Locations: Search button in search field Issues: When these elements receive focus, there is no visible indication of where they are on the page. Users need to know where they are on the page (which element has focus) at all times.</p> <p>SEARCH RESULTS:</p> <p>Missing focus outlines/highlights (22): Locations:</p> <ul style="list-style-type: none"> • All 20 checkboxes visible • “Show More” link • “Clear” link <p>Issues: When these elements receive focus, there is no visible indication of where they are on the page. Users need to know where they are on the page (which element has focus) at all times.</p>
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Does Not Support</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-100</p> <p>Focus elements obscured behind fixed element (1): Location: Cookie banner Issues: Those who rely on keyboard for navigation are going to have problems with navigating between elements that are behind a cookie banner.</p>
<p>2.5.7 Dragging Movements (Level AA 2.2 only) 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>

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Main Page: Partially Supports Release Notes: Supports Genesys Cloud Release Notes: Partially Supports GC Release Notes Sample Page 1: Supports Storage Calculator: Supports Genesys Cloud Feature Matrix: Partially Supports Gamification Overview: Supports Assign Queue to an Agent: Supports Search Results: Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-106</p> <p>MAIN PAGE:</p> <p>All touch targets must be 24px large, or leave sufficient space (6):</p> <p>HTML:</p> <ol style="list-style-type: none"> 1. <code>Contact</code> 2. <code>Support</code> 3. <code>Solution</code> 4. <code>Customer Service</code> 5. <code>Company</code> 6. <code><a href="https://www.genesys.com/company/newsr</code>

Criteria	Conformance Level	Remarks and Explanations
		<p>oom?_ga=2.214779031.1880532608.1682082173-1517255348.1680177264">Newsroom</p> <p>Issues: Bottom menus for Contact, Solution, Company do not have sufficient size or spacing on menu items</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) 	Supports	

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

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-101 Users of screen readers not aware of any pop-up notifications (1): Location: Cookie banner Issues: Users of screen readers are not aware of the cookie banner notification.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this criterion
<p>1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply</p>	Not Applicable	Not applicable for this success criteria.
<p>1.3.6 Identify Purpose (Level AAA 2.1 and 2.2) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply</p>	Supports	
<p>1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Main Page: Partially Supports Release Notes: Partially Supports Genesys Cloud Release Notes: Partially Supports GC Release Notes Sample Page 1: Partially Supports Storage Calculator: Partially Supports Genesys Cloud Feature Matrix: Supports Gamification Overview: Supports</p>	<p>Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-107</p> <p>MAIN PAGE:</p> <p>Elements must meet enhanced color contrast ratio thresholds (6):</p> <p>HTML:</p> <ol style="list-style-type: none"> <code><h3>Are you a new user?</h3></code>

Criteria	Conformance Level	Remarks and Explanations
	<p>Assign Queue to an Agent: Supports</p> <p>Search Results: Partially Supports</p>	<p>2. <code><p class="block-body">Learn about GCXNow free trials and review installation and configuration procedures.</p></code></p> <p>3. <code>Find out more</code></p> <p>4. <code><p class="block-body">Leverage AI for enriched experiences and personalized customer journeys.</p></code></p> <p>5. <code>Find out more</code></p> <p>6. <code><a _ngcontent-ng-c2258158127="" class="sign-in-link">Sign in</code></p> <p>Issues:</p> <ul style="list-style-type: none"> • Element has insufficient color contrast of 3.49 (foreground color: #3b90aa, background color: #f2fcff, font size: 26.3pt (35px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 6.48 (foreground color: #1b6379, background color: #f2fcff, font size: 13.6pt (18.2px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.05 (foreground color: #ffffff, background color: #4856cb, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 4.53 (foreground color: #c64c0e, background color: #fff9f6, font size: 13.6pt (18.2px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.05 (foreground color: #ffffff, background color: #4856cb, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 7:1

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Element has insufficient color contrast of 5.58 (foreground color: #2a60c8, background color: #fafafa, font size: 12.0pt (16px), font weight: normal). Expected contrast ratio of 7:1 <p>RELEASE NOTES:</p> <p><i>Elements must meet enhanced color contrast ratio thresholds (3):</i></p> <p>HTML:</p> <ol style="list-style-type: none"> <code>Release notes</code> <code><button id="collapse-accordion" class="btn btn-primary" style="margin-left: auto;">Expand All</button></code> <code>New</code> <p>Issues:</p> <ul style="list-style-type: none"> Element has insufficient color contrast of 5.43 (foreground color: #2a60c8, background color: #f6f7f9, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 7:1 Element has insufficient color contrast of 6.05 (foreground color: #ffffff, background color: #4856cb, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 7:1 Element has insufficient color contrast of 6.36 (foreground color: #23395d, background color: #b5bfe6, font size: 8.9pt (11.9px), font weight: normal). Expected contrast ratio of 7:1 <p>GENESYS CLOUD RELEASE NOTES:</p> <p><i>Elements must meet enhanced color contrast ratio thresholds (31):</i></p> <p>HTML:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ol style="list-style-type: none"> 1. <code>Genesys Cloud release notes</code> 2. <code>Genesys Cloud release schedule</code> 3. <code>Features coming soon</code> 4. <code>Platform announcements</code> 5. <code>NewView details</code> 6. <code>View details</code> 7. <code><label for="choice_1_1_0" id="label_1_1_0" class="gform-field-label gform-field-label-type-inline">Yes</label></code>

Criteria	Conformance Level	Remarks and Explanations
		<p>8. <code><label for="choice_1_1_1" id="label_1_1_1" class="gform-field-label gform-field-label-type-inline">No</label></code></p> <p>9. <code>ask the community for help.</code></p> <p>10. <code>Account management</code></p> <p>11. <code>Collaborate</code></p> <p>12. <code>Communicate</code></p> <p>13. <code><a href="https://help.mypurecloud.com/release</code></p>

Criteria	Conformance Level	Remarks and Explanations
		<p>ote_category/contact-center/" data-toggle="tooltip" data-placement="bottom" data-original-title="Search more release notes that include this category.">Contact center</p> <p>14. Customer engagement</p> <p>15. Data, analytics, and reporting</p> <p>16. Deprecations and announcements</p> <p>17. <a href="https://help.mypurecloud.com/releasenote_category/employee-productivity/" data-toggle="tooltip" data-placement="bottom"</p>

Criteria	Conformance Level	Remarks and Explanations
		<pre> data-original-title="Search more release notes that include this category.">Employee productivity 18. Integrations 19. Open platform 20. See more 21. See all 22. June 2024 23. May 2024 24. April 2024 </pre>

Criteria	Conformance Level	Remarks and Explanations
		<p>25. <code>March 2024</code></p> <p>26. <code>February 2024</code></p> <p>27. <code>January 2024</code></p> <p>28. <code>December 2023</code></p> <p>29. <code>November 2023</code></p> <p>30. <code>October 2023</code></p> <p>31. <code>September 2023</code></p> <p>Issues:</p> <ul style="list-style-type: none"> • Element has insufficient color contrast of 5.43 (foreground color: #2a60c8, background color: #f6f7f9, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 5.82 (foreground color: #2a60c8, background color: #ffffff, font size: 11.2pt (14.98px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 5.82 (foreground color: #2a60c8, background color: #ffffff, font size: 11.2pt (14.98px), font weight: normal). Expected contrast ratio of 7:1

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Element has insufficient color contrast of 5.82 (foreground color: #2a60c8, background color: #ffffff, font size: 11.2pt (14.98px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.36 (foreground color: #23395d, background color: #b5bfe6, font size: 8.9pt (11.9px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 4.99 (foreground color: #4856cb, background color: #deeaaf, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 5.82 (foreground color: #2a60c8, background color: #ffffff, font size: 8.9pt (11.9px), font weight: bold). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 5.82 (foreground color: #2a60c8, background color: #ffffff, font size: 8.9pt (11.9px), font weight: bold). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 5.82 (foreground color: #2a60c8, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 5.43 (foreground color: #2a60c8, background color: #f6f7f9, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 7:1

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Element has insufficient color contrast of 6.64 (foreground color: #2754ac, background color: #f6f7f9, font size: 12.0pt (15.96px), font weight: normal). Expected contrast ratio of 7:1 <p>GC RELEASE NOTES SAMPLE PAGE 1:</p> <p>Elements must meet enhanced color contrast ratio thresholds (6):</p> <p>HTML:</p> <ol style="list-style-type: none"> <code><button id="collapse-accordion" class="btn btn-primary" style="margin-left: auto;">Expand All</button></code> <code><i class="glyphicon glyphicon-flag"></i> Important: New feature deployment schedule in effect</code> <code>Starting March 4, 2024, Genesys will adjust the regional deployment schedule for the release of new features. Features will begin to deploy on Monday, with full deployment across all regions expected to conclude by the end of day Wednesday.</code> <code>Release notes and Resource Center documentation updates will publish on Mondays at 9:00 AM EST. In the event of deployment issues, the release notes will include updates about regional deployment status at 9:00 AM EST on Tuesday, Wednesday, and Thursday.</code> <code><label for="choice_1_1_0" id="label_1_1_0" class="gform-field-label gform-field-label-type-inline">Yes</label></code>

Criteria	Conformance Level	Remarks and Explanations
		<p>6. <code><label for="choice_1_1_1" id="label_1_1_1" class="gform-field-label gform-field-label-type-inline">No</label></code></p> <p>Issues:</p> <ul style="list-style-type: none"> • Element has insufficient color contrast of 6.05 (foreground color: #ffffff, background color: #4856cb, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 4.53 (foreground color: #a94442, background color: #f2dede, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 7:1 • <code>Starting March 4, 2024, Genesys will adjust the regional deployment schedule for the release of new features. Features will begin to deploy on Monday, with full deployment across all regions expected to conclude by the end of day Wednesday.</code> • <code>Release notes and Resource Center documentation updates will publish on Mondays at 9:00 AM EST. In the event of deployment issues, the release notes will include updates about regional deployment status at 9:00 AM EST on Tuesday, Wednesday, and Thursday.</code> • Element has insufficient color contrast of 5.82 (foreground color: #2a60c8, background color: #ffffff, font size: 8.9pt (11.9px), font weight: bold). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 5.82 (foreground color: #2a60c8, background color: #ffffff, font size: 8.9pt (11.9px), font weight: bold). Expected contrast ratio of 7:1 <p>STORAGE CALCULATOR:</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Elements must meet enhanced color contrast ratio thresholds (6): HTML: <input type="submit" value="Calculate" class="storage-submit btn btn-primary"> Issues: Element has insufficient color contrast of 6.05 (foreground color: #ffffff, background color: #4856cb, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 7:1</p> <p>SEARCH RESULTS:</p> <p>Elements must meet enhanced color contrast ratio thresholds (3): HTML:</p> <ol style="list-style-type: none"> 1. <button class="btn-text-primary p-2 btn-pill" part="clear" aria-label="Clear All Filters">Clear</button> 2. Article 3. Load more results <p>Issues:</p> <ul style="list-style-type: none"> • Element has insufficient color contrast of 4.67 (foreground color: #5d6bd1, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 4.53 (foreground color: #1b2c48, background color: #f95d6a, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 7:1 • Element has insufficient color contrast of 4.67 (foreground color: #ffffff, background color: #5d6bd1, font size: 10.5pt (14px), font weight: bold). Expected contrast ratio of 7:1
1.4.7 Low or No Background Audio (Level AAA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Main Page : Not Applicable Release Notes : Not Applicable Genesys Cloud Release Notes : Not Applicable GC Release Notes Sample Page 1 : Not Applicable Storage Calculator : Not Applicable Genesys Cloud Feature Matrix : Does Not Support Gamification Overview : Not Applicable Assign Queue to an Agent : Not Applicable Search Results : Not Applicable	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-108 GENESYS CLOUD FEATURE MATRIX: <i>Image of text found (1):</i> Also applies to: 1.4.5 (AA) Location: A “document” that consists of images containing the list of features for Genesys Cloud The issue with the document containing images of text is covered in the 1.4.5 section of the report, so we won’t repeat this same issue again.
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this success criteria.
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this success criteria.
2.2.5 Re-authenticating (Level AAA)	Not Applicable	Not applicable for this success criteria.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
2.2.6 Timeouts (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this success criteria.
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this success criteria.
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this success criteria.
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable for this success criteria.
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.4.13 Focus Appearance (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.5.5 Target Size (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this success criteria.
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Main Page : Supports Release Notes : Supports Genesys Cloud Release Notes : Supports GC Release Notes Sample Page 1 : Partially Supports Storage Calculator : Supports Genesys Cloud Feature Matrix : Supports Gamification Overview : Supports Assign Queue to an Agent : Supports Search Results : Supports	GC RELEASE NOTES SAMPLE PAGE 1: <i>Unusual words used without referring to context (3):</i> Locations: Though with proliferation of email in society, the use of the term “threading” in context to email messages may be considered industry specific domain jargon and is not defined in the glossary . In Additional Details disclosure button: <ul style="list-style-type: none"> • Genesys Cloud CX 2 “Digital” • Genesys Cloud CX 3 “Digital” Issues: What does “digital” mean? Could it be that the ones without “digital” could mean “analog?” Or could this “digital” mean “Digital Addon II?”
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Main Page : Partially Supports Release Notes : Partially Supports Genesys Cloud Release Notes : Not Applicable GC Release Notes Sample Page 1 : Not Applicable Storage Calculator : Not Applicable	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-109 Page types marked as “not applicable” is not applicable for this criterion. MAIN PAGE:

Criteria	Conformance Level	Remarks and Explanations
	<p>Genesys Cloud Feature Matrix: Does Not Applicable</p> <p>Gamification Overview: Not Applicable</p> <p>Assign Queue to an Agent: Not Applicable</p>	<p>Abbreviations used without providing any meaning (2):</p> <p>Locations: The paragraph in the footer section of the page: “Through Genesys Cloud, the #1 AI-powered experience orchestration platform, Genesys delivers the future of CX to organizations of all sizes so they can provide empathetic, personalized experience at scale.” So the two abbreviations are:</p> <ul style="list-style-type: none"> • CX: Customer Experience • AI: Artificial Intelligence <p>Issues: The second abbreviation is a huge topic and one that has gained popularity in the past few years. Many people in the tech industry believe that everyone knows what AI is, but in the cognitive side of things, it is important to set aside assumptions because we are dealing with different kinds of cognitive disabilities such as learning disabilities or autism. According to the W3C’s extended documentation for SC 3.1.4, the document talks about users who have limited memory or have difficulty using context to aid understanding. Just as not everyone understands what AI is (or what “artificial intelligence” really is), not everyone understands “CX” as in “Customer Experience.”</p> <p>RELEASE NOTES:</p> <p>Abbreviations used without providing any meaning (1):</p> <p>Locations: “SCIM” in Integrations Release Notes</p> <p>Issues: There is the abbreviation for “IM” but there is no abbreviation for “SC.”</p>
<p>3.1.5 Reading Level (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
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this success criteria.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable for this success criteria.

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Notes:

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

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	<p>Several pieces of functionality within the product are inaccessible to users without vision, as shown in the following WCAG Criteria:</p> <ul style="list-style-type: none"> • 1.1.1 - Non-Text Content • 1.2.2 - Captions (Prerecorded) • 1.2.3 Audio Description or Media Alternative (Prerecorded) • 1.2.5 Audio Description (Prerecorded) • 1.3.1 Info and Relationships • 2.1.1 Keyboard • 2.4.6 Headings and Labels • 4.1.2 Name, Role, Value <p>See WCAG 2.2 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</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>limited vision, as shown in the following WCAG Criteria:</p> <ul style="list-style-type: none"> • 1.1.1 - Non-Text Content • 1.2.2 - Captions (Prerecorded) • 1.2.3 Audio Description or Media Alternative 1.2.5 Audio Description (Prerecorded) • 1.3.1 Info and Relationships (Prerecorded) • 1.4.3 Contrast (Minimum) • 1.4.4 Resize Text • 1.4.5 Images of Text • 2.1.1 Keyboard • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 4.1.2 Name, Role, Value <p>See WCAG 2.2 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> <ul style="list-style-type: none"> • 1.4.3 Contrast (Minimum) <p>See WCAG 2.2 section for details regarding any exceptions.</p>

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Not Applicable	
302.7 With Limited Manipulation	Does Not Support	<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"> • 2.1.1 Keyboard • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 4.1.2 Name, Role, Value <p>See WCAG 2.2 section for details regarding any exceptions.</p>
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	<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"> • 1.1.1 Non-text Content • 1.2.2 Captions (Prerecorded) • 1.2.3 Audio Description or Media Alternative (Prerecorded) • 1.2.5 Audio Description (Prerecorded) • 1.3.1 Info and Relationships

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 1.4.5 Images of Text • 2.1.1 Keyboard • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 4.1.2 Name, Role, Value <p>See WCAG 2.2 section for details regarding any exceptions.</p>

Chapter 4: [Hardware](#)

Notes: The Genesys Cloud Resource Center is a web site and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes: The Genesys Cloud Resource Center is a web site and the criteria in sections 502 and 503 do not apply.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.2 section	See information in WCAG 2.2 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
<i>503.4 User Controls for Captions and Audio Description</i>	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	
<u>504 Authoring Tools</u>	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:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not applicable	
602.3 Electronic Support Documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not applicable	
603.3 Accommodation of Communication Needs	Not applicable	

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	<p>Several pieces of functionality within the product are inaccessible to users without vision, as shown in the following WCAG Criteria:</p> <ul style="list-style-type: none">• 1.1.1 Non-Text Content• 1.2.2 Captions (Prereorded)• 1.2.3 Audio Description or Media Alternative (Prerecorded)• 1.2.5 Audio Description (Prerecorded)• 1.3.1 Info and Relationships• 2.1.1 Keyboard• 2.4.6 Headings and Labels• 4.1.2 Name, Role, Value <p>See WCAG 2.2 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>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 1.1.1 Non-Text Content • 1.2.2 Captions (Prerecorded) • 1.2.3 Audio Description or Media Alternative (Prerecorded) • 1.2.5 Audio Description (Prerecorded) • 1.3.1 Info and Relationships • 1.4.3 Contrast (Minimum) • 1.4.4 Resize Text • 1.4.5 Images of Text • 2.1.1 Keyboard • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 4.1.2 Name, Role, Value <p>See WCAG 2.2 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"> • 1.4.3 Contrast (Minimum) <p>See WCAG 2.2 section for details regarding any exceptions.</p>
4.2.4 Usage without hearing	Supports	
4.2.5 Usage with limited hearing	Supports	

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage with no or limited vocal capability	Not Applicable	
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"> • 2.1.1 Keyboard • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 4.1.2 Name, Role, Value <p>See WCAG 2.2 section for details regarding any exceptions.</p>
4.2.8 Usage with limited reach	Not Applicable	
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	
4.2.10 Usage with limited cognition, language or learning	Partially Supports	<p>Several pieces of functionality within the product are inaccessible to users with limited cognition, language or learning, as shown in the following WCAG Criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content • 1.2.2 Captions (Prerecorded) • 1.2.3 Audio Description or Media Alternative (Prerecorded) • 1.2.5 Audio Description (Prerecorded) • 1.3.1 Info and Relationships • 1.4.5 Images of Text • 2.1.1 Keyboard

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> 2.4.6 Headings and Labels 2.4.7 Focus Visible 4.1.2 Name, Role, Value <p>See WCAG 2.2 section for details regarding any exceptions.</p>
4.2.11 Privacy	Supports	The cookie banner is there for providing privacy for those who do not want to accept cookies from the website.

Chapter [5: Generic Requirements](#)

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

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

Notes: Not applicable.

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

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Partially Supports	See WCAG 2.2 section for details regarding any exceptions.
7.1.2 Captioning synchronization	Not Applicable	Supports where captioning is present.

Criteria	Conformance Level	Remarks and Explanations
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

Chapter [11: Software](#)

Notes: Not applicable.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features		
12.1.2 Accessible documentation	Supports	All documentation is in Web format
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not applicable	
12.2.3 Effective communication	Not applicable	
12.2.4 Accessible documentation	Not applicable	

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

Notes: Not applicable

Legal Disclaimer

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