

Genesys Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Genesys Cloud

Report Date: May 2024

Product Description: Genesys Cloud CX™ is an AI-powered experience orchestration platform with a full suite of omnichannel contact center capabilities, end-to-end journey management, built-in workforce engagement management (WEM) and turnkey artificial intelligence (AI). The all-in-one open platform makes it easy to integrate with other systems by providing a rich set of open APIs, simple integration methods and an expansive ecosystem of pre-built solutions and applications.

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.genesys.cloud/articles/about-accessibility/>

Evaluation Methods Used:

Assistive Technologies: ZoomText 2024, JAWS 2024, NVDA 2024.1, Dragon Naturally Speaking, Read&Write Gold

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, Chrome and Edge

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 (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
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.x 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
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: EN 301 549 Criteria 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)	Main Page (Login): Supports Main Menu: Not Applicable Sidebar: Supports Search: Supports Help: Supports Pop-up Notification: Not Applicable Queue Toggle: Not Applicable Interactions/Conversations (Main View): Supports Agent UI Handling: Partially Supports Multi-Panels: Supports Agent UI Panels - Interaction Context: Agent Assist: Supports Agent UI Panels - Interaction Context: External Contact (Profile): Supports Agent UI Panels - Interaction Context: Customer Journey: Supports Agent UI Panels - Interaction Context: Canned Response: Supports Agent UI Panels - Interaction Context: ACW: Not Applicable Agent UI Panels - Co-Browse	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-103 Note: Any page types marked as “not applicable” are not applicable for this criterion. Impacted area(s): Agent UI Handling Images must have alternate text (1) HTML: <code></code> Issues: To solve this problem, fix at least (1) of the following: - Element does not have an alt attribute - aria-label attribute does not exist or is empty - aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty - Element has no title attribute - Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Activity, Insights - Agent's Name

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	v2: Supports Callbacks: Not Applicable Outbound Dialing: Not Applicable After Contact Workflows: Not Applicable Digital Interactions (Email): Not Applicable Web Messenger/Messaging/SMS: Not Applicable List View: Supports Activity: Partially Supports Activity - Without WEM Addon: Supports Directory - External Contacts: Supports Documents: Supports Profile: Supports Favorites: Supports UC Chat: Supports UC Calls: Supports Inbox: Partially Supports Performance Workspace: Supports Evaluations: Partially Supports Survey Form: Supports Outbound Campaigns: Supports Workforce Management: Partially Supports Gamification: Supports	<svg> elements with an img role must have alternate text (Insight - Agent's Name) (10) HTML: <code><g class="mark-rect role-mark layer_0_layer_1_marks" role="graphics-symbol" aria-roledescription="rect mark container" pointer-events="none"></g></code> <code><g class="mark-path role-mark layer_1_voronoi" role="graphics-symbol" aria-roledescription="path mark container"></code> <code><g class="mark-rect role-mark layer_0_layer_1_marks" role="graphics-symbol" aria-roledescription="rect mark container" pointer-events="none"></g></code> <code><g class="mark-path role-mark layer_1_voronoi" role="graphics-symbol" aria-roledescription="path mark container"></code> <code><g class="mark-rect role-mark layer_0_layer_1_marks" role="graphics-symbol" aria-roledescription="rect mark container" pointer-events="none"></g></code> <code><g class="mark-path role-mark layer_1_voronoi" role="graphics-symbol" aria-roledescription="path mark container"></code> <code><g class="mark-rect role-mark layer_0_layer_1_marks" role="graphics-symbol" aria-roledescription="rect mark container" pointer-events="none"></g></code> <code><g class="mark-path role-mark layer_1_voronoi" role="graphics-symbol" aria-roledescription="path mark container"></code> <code><g class="mark-rect role-mark layer_0_layer_1_marks" role="graphics-symbol" aria-</code>

Criteria	Conformance Level	Remarks and Explanations
	Coaching and Learning: Supports Interaction Recording: Supports Speech and Text Analytics: Supports Supervisor - Supervisor/Scheduler Tasks: Supports	roledescription="rect mark container" pointer-events="none"></g> 10. <g class="mark-path role-mark layer_1_voronoi" role="graphics-symbol" aria-roledescription="path mark container"> Issues: To solve this problem, fix at least (1) of the following: • Element does not have an alt attribute • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute Impacted area(s): Activity, Schedule Custom widgets need to provide an alternative, accessible version (Insights). (1) Locations: Each popovers having its own chart Issues: Having a chart that displays the time along with points is a wonderful thing to have; however, how does a chart translate to a readable form for those who cannot see the screen? Again, screen readers read HTML, and it translates HTML into speech in plain language so that users who rely on screen readers to understand. Impacted area(s): Inbox Images must have alternate text (1) HTML:

Criteria	Conformance Level	Remarks and Explanations
		Issues: To solve this problem, fix at least (1) of the following: • Element does not have an alt attribute • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Evaluations <i>ARIA progressbar nodes must have an accessible name (1)</i> HTML: <code><div class="progress-bar" role="progressbar" aria-valuemin="0" aria-valuemax="100" data-bind="dynamicWidth: progressPercentage, attr: {'aria-valuenow': progressPercentage}" aria-valuenow="0" style="width: 0%; "></div></code> Issues: To solve this problem, fix at least (1) of the following: • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute Impacted area(s): Workforce Management, Historical Shrinkage <i><svg> elements with an img role must have alternate text (1)</i>

Criteria	Conformance Level	Remarks and Explanations
		HTML: <code><g class="mark-rule role-mark layer_2_layer_0_marks" role="graphics-symbol" aria-roledescription="rule mark container"></g></code> Issues: To solve this problem, fix at least (1) of the following: • Element does not have an alt attribute • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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)	Not Applicable	Not Applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document)	Not Applicable	Not Applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
• 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.3 Audio Description or Media	Not Applicable	Not Applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)		

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria 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)	Main Page (Login): Supports Main Menu: Partially Supports Sidebar: Supports Search: Partially Supports Help: Partially Supports Pop-up Notification: Partially Supports Queue Toggle: Supports Interactions/Conversations (Main View): Partially Supports Agent UI Handling: Partially Supports Multi-Panels: Partially Supports Agent UI Panels - Interaction Context: Agent Assist: Supports Agent UI Panels - Interaction Context: External Contact (Profile): Supports Agent UI Panels - Interaction Context: Customer Journey: Supports Agent UI Panels - Interaction Context: Canned Response: Supports	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-80 Impacted area(s): Main Menu Missing ARIA attributes (2) Also applies to: WCAG 4.1.2 (A) Locations: - Directory - Performance Issues: None of the drop-down menus communicate to screen readers whether the submenus are shown or not. Screen readers need to be able to communicate to screen reader users and here there's no way to determine whether the submenus are opened or not. The only workaround is to press the TAB key to get to the submenu. Impacted area(s): Search Missing ARIA attributes (1) Also applies to: WCAG 4.1.2 (A) Locations: "More" (horizontal ellipsis) button

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Agent UI Panels - Interaction Context: ACW: Partially Supports Agent UI Panels - Co-Browse v2: Partially Supports Callbacks: Supports Outbound Dialing: Supports After Contact Workflows: Supports Digital Interactions (Email): Partially Supports Web Messenger/Messaging/SMS: Supports List View: Partially Supports Activity: Partially Supports Activity - Without WEM Addon: Supports Directory - External Contacts: Partially Supports Documents: Partially Supports Profile: Partially Supports Favorites: Partially Supports UC Chat: Partially Supports UC Calls: Partially Supports Inbox: Partially Supports Performance Workspace: Partially Supports Evaluations: Partially Supports Survey Form: Partially Supports Outbound Campaigns: Partially Supports	Issues: The button that shows submenus lack the aria-expanded attribute that is necessary for screen readers to communicate to users that the additional submenus are shown. Impacted area(s): Help, Interactions/Conversations (Main View), Profile Favorites, UC Chat, UC Calls, Inbox ARIA Misuse (1): Also applies to: WCAG 4.1.2 (A) Locations: Expand/Collapsed button (<button aria-label="Expand" ... id="target-for-tooltip-or-popover-2" aria-describedby="ember8722" tabindex="0">) Issues: It's great that ARIA is used to announce screen readers regarding what the name of the button is, but it does not communicate whether the panel to the left of the Activities screen is maximized or unmaximized. When the expand button is activated, screen readers would say "collapse." Activating the "collapse" button will have screen readers say "expand." That "expand" and collapsed" is for an aria-expanded attribute and that attribute is for showing and hiding content, not for maximizing and downsizing a panel. It is determined that the "downsizing" is an appropriate word as "minimize" is the opposite of "maximize," but for a desktop operating system such as Windows, minimizing means the application hide in a taskbar (or a dock in case of macOS); that's why the "downsize" is the appropriate word. Impacted area(s): Help Certain ARIA roles must contain particular children (1) HTML: <ul role="tablist" class="nav nav-tabs">

Criteria	Conformance Level	Remarks and Explanations
	Workforce Management: Does Not Support Gamification: Partially Supports Coaching and Learning: Partially Supports Interaction Recording: Does Not Support Speech and Text Analytics: Partially Supports Supervisor - Supervisor/Scheduler Tasks: Supports	Issues: Element has children which are not allowed: li[aria-describedby], li[tabindex] Certain ARIA roles must be contained by particular parents (11) HTML: 1. <code> <svg class="svg-icon"> <use xlink:href="#icon-question-with-screen"></use> </svg> </code> 2. <code> <svg class="svg-icon"> <use xlink:href="#icon-magnifying-glass"></use> </svg> </code> 3. <code> <svg class="svg-icon"> <use xlink:href="#icon-ellipsis-h"></use> </svg> </code> 4. <code><div class="panel-heading" role="tab" id="heading_citem_9743-17cf"></code> 5. <code><div class="panel-heading" role="tab" id="heading_citem_ff88-64b0"></code> 6. <code><div class="panel-heading" role="tab" id="heading_citem_3056-85a2"> <h4 class="panel-title"><a class="accordion-toggle collapsed" data-toggle="collapse" aria-controls="heading_citem_3056-85a2" data-</code>

Criteria	Conformance Level	Remarks and Explanations
		<pre> parent="#collapse_0e49-156e" href="#citem_3056-85a2">Overview tab </h4> </div> 7. <div class="panel-heading" role="tab" id="heading_citem_933a-dbb9"> <h4 class="panel- title">Insights tab </h4> </div> 8. <div class="panel-heading" role="tab" id="heading_citem_8e0d-22ef"> <h4 class="panel- title">Scorecard tab </h4> </div> 9. <div class="panel-heading" role="tab" id="heading_citem_dd60-1703"> 10. <div class="panel-heading" role="tab" id="heading_citem_30b2-f7b7"> <h4 class="panel- title">Schedule tab </h4> </div> 11. <div class="panel-heading" role="tab" id="heading_citem_2278-52bd"> <h4 class="panel- title">Work Plan tab </h4> </div> Issues: Required ARIA parent role not present: tablist </pre>

Criteria	Conformance Level	Remarks and Explanations
		 elements must be contained in a or (3) HTML: 1. <code><li class="contextual-help active ember-tooltip-or-popover-target ember-tooltip-or-popover-element-attached-bottom ember-tooltip-or-popover-element-attached-center ember-tooltip-or-popover-target-attached-top ember-tooltip-or-popover-target-attached-center" id="target-for-tooltip-or-popover-0" aria-describedby="ember5153" tabindex="0"></code> 2. <code><li class="search-help ember-tooltip-or-popover-target ember-tooltip-or-popover-element-attached-bottom ember-tooltip-or-popover-element-attached-center ember-tooltip-or-popover-target-attached-top ember-tooltip-or-popover-target-attached-center" id="target-for-tooltip-or-popover-1" aria-describedby="ember5154" tabindex="0"></code> 3. <code><li class="more-help "></code> <code></code> <code><svg class="svg-icon"></code> <code><use xlink:href="#icon-ellipsis-h"></use></code> <code></svg></code> <code></code> <code><!--></code> <code></code> Issues: List item does not have a &lt;ul&gt;, &lt;ol&gt; parent element Impacted area(s): Pop-up Notification or must only directly contain , <script>, or <template> elements (1)

Criteria	Conformance Level	Remarks and Explanations
		HTML: <code><ul class="messenger messenger-fixed messenger-on-top messenger-on-right messenger-theme-ice"></code> Issues: List element has direct children that are not allowed: [role=alert] Note: It is suggested to have a div outside the unordered list element or have it inside the list item (<code>&tli&t;</code>). - Interactions/Conversations (Main View) Missing ARIA attributes (2) Also applies to: WCAG 4.1.2 (A) Locations: - Show/Hide Preferences dialog (Multi-Contextual Panels disabled) - Media Controls combobox (second heading) Issues: Screen readers need to know whether the additional content is shown or collapsed and unfortunately, no aria-expanded attribute is used. Impacted area(s): Agent UI Handling, Multi-Panels or must only directly contain , <script>, or <template> elements (3) HTML: <code><ul class="sortable-list horizontal toggler-list legacy hidden-scrollbar "></code> <code><ul class="sortable-list horizontal app-wrappers-list legacy "></code> <code><ul class="sortable-list vertical app-list "></code> Issues: - List element has direct children that are not allowed: [role=button], [role=status] - List element has direct children that are not allowed: [role=button], [role=status]

Criteria	Conformance Level	Remarks and Explanations
		- List element has direct children that are not allowed: [role=status] Impacted area(s): Agent UI Panels - Interaction Context: Agent Assist <i>Incidental links and buttons are still accessible (5)</i> Also applies to: WCAG 1.4.3 (AA), 1.4.6 (AAA), 1.4.11 (AA), 2.1.1 (A), 4.1.2 (A) Locations: 1. An incidental link next to the paper icon and above the incidental text 2. Incidental relevant button 3. Incidental irrelevant button 4. Incidental text 5. "Insert answer into chat" button Issues: - Are the links, buttons, and paragraphs considered "incidental?" "Incidental" means that the links and buttons are in a "disabled" or "unavailable" state and the paragraph would probably mean that the information is considered irrelevant. Automated testing tool reports that the link has an insufficient color contrast ratio of 1.85:1 with a link color of #aabfe9 against the white background and the paragraph has an insufficient color contrast ratio of 2.1:1 with a paragraph color of #afb3bb against the white background. - Plus, the relevant/irrelevant buttons appear to be in a disabled state. If not, then the "disabled" buttons have an insufficient contrast ratio of 1.71:1 with a color of #b1cea9. The buttons that are not in a disabled state has a contrast ratio of 3.52:1 with a relevant/irrelevant color of #5f8eac, which exceeds the minimum threshold of 3:1. The same goes for the "insert answer into chat" button. - By selecting a paragraph either by using a mouse or a touch screen, the links, paragraph, and the two buttons now appear to be in an "enabled" state. Those with visual disabilities and those who can only use a keyboard

Criteria	Conformance Level	Remarks and Explanations
		for navigation won't be able to "enable" the links, buttons, and darken the paragraph so users can read the information. Although the links and buttons do pass 2.1.1, controlling the state of lightening and darkening of elements fail 2.1.1. Screen readers do not understand visuals. Why do the buttons, links, and paragraph appear to be in an "enabled" or "disabled" state? At least screen reader users who cannot see the screen can interact with the elements in the Copilot panel, but screen readers cannot communicate the styling information from CSS to users who cannot see the screen. Impacted area(s): Agent UI Panels - Interaction Context: ACW Missing ARIA attributes (1) Also applies to: WCAG 4.1.2 (A) Locations: Timer Issues: When a timer is counting down, screen readers do not know how much time is remaining. Impacted area(s): Agent UI Panels - Co-Browse v2 Missing ARIA attributes (1) Also applies to: WCAG 4.1.2 (A) Locations: Draw button Issues: When a draw button is pressed, the color changed, but screen readers do not speak visuals. For those who cannot see the screen, there is no indication that the button is pressed or not pressed. Missing ARIA attributes (1)

Criteria	Conformance Level	Remarks and Explanations
		Also applies to: WCAG 4.1.2 (A) Locations: Request Navigation Issues: There is no indication to screen readers that the additional controls are shown. This is true for those who cannot see the screen. Impacted area(s): Digital Interactions (Email) or must only directly contain , <script>, or <template> elements (2) HTML: <code><ul class="sortable-list horizontal toggler-list legacy hidden-scrollbar "></code> <code><ul class="sortable-list horizontal app-wrappers-list legacy "></code> Issues: - List element has direct children that are not allowed: [role=button], [role=status] - List element has direct children that are not allowed: [role=button], [role=status] Missing ARIA attributes (Multi-Contextual Panels) (4) Also applies to: WCAG 4.1.2 (A) Locations: - Text disclosure button - Text Style - Align - Arrange Issues: These buttons lack necessary information that is needed to tell screen readers if the disclosure button expands or collapses.

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): List View, Work Items Missing ARIA attributes and focus not returned to original interactive element (1) Also applies to: 2.4.3 (A), 4.1.2 (A) Locations: All Times button Issues: When additional content is shown, there is no indication for screen readers regarding whether the popover is opened or not. Also, dismissing the popover does not return focus to the "All Time" disclosure button. ARIA misuse (1) Also applies to: WCAG 4.1.2 (A) Locations: Toolbar starting with Filters button and ending at Customize Columns button Issues: Screen readers announced "unavailable" even though the toolbar buttons are focusable. This gives the indication to users who cannot see the screen that the buttons are not available to access, yet the buttons can still be activated such as opening the Filters dialog or customizing columns in the table. The buttons are still "visually" available if it's not greyed out, but screen readers can only see HTML. Missing ARIA attributes (Work Items) (3) Also applies to: WCAG 4.1.2 (A) Locations: 1. My Workitems toggle button 2. All Workitems toggle button 3. Unassigned toggle button Issues: Because screen readers only see HTML, there is no indication regarding which toggle button is pressed. Visually, one of the buttons are pressed, but for those who cannot see the screen, it appears none of the buttons are pressed.

Criteria	Conformance Level	Remarks and Explanations
		Missing ARIA attributes (2) Also applies to: WCAG 4.1.2 (A) Locations: 1. Filters dialog 2. Customize Columns dialog Issues: When the Filters dialog is opened, the dismiss button receives the focus, but there is no indication for screen reader users that they are focusing within the dialog. The role of a dialog is to keep the focus within the dialog and let screen reader users know that users are focusing within the dialog and cannot access anything outside the modal dialog and here screen readers did not speak the dialog. It's as if the dismiss button and anything within the dialog is part of the main page. Impacted area(s): Activity, Overview Missing keyboard support and ARIA attributes (Overview tab) (2) Also applies to: WCAG 2.1.1 (A), 4.1.2 (A) Locations: 1. SVG Graph in 4 Week Trend in the Scorecard panel 2. SVG Graph in 13 Week Trend in the Scorecard panel Issues: Any widgets that can be interacted by using a mouse should allow users to interact by using a keyboard, but here the interactive chart is not accessible by users who need to rely on keyboard for navigation. Impacted area(s): Activity, Insights Missing ARIA attributes (Insights) (1) Also applies to: WCAG 4.1.2 (A)

Criteria	Conformance Level	Remarks and Explanations
		Locations: Settings button Issues: With additional form fields shown, at least the first form field within the Settings dialog is in focus. That's great. However, screen readers only see HTML. It cannot see colors; therefore, there must be some way to communicate whether the settings page is expanded or not. Impacted area(s): Activity, Scorecard Missing ARIA attributes (Scorecard) (4) Also applies to: WCAG 4.1.2 (A) Locations: 1. "1" button 2. "2" button 3. "3" button 4. "4" button (the list of buttons goes on from left to right up to the number of days, so the number of issues is capped to 4 for brevity.) Issues: The buttons have tooltips that are not easily read by screen readers. Impacted area(s): Activity, Leaderboard Certain ARIA roles must be contained by particular parents (3) HTML: 1. <code>Rank</code> 2. <code>Agent</code> 3. <code>Points</code> Issues:

Criteria	Conformance Level	Remarks and Explanations
		• Required ARIA parent role not present: row • Required ARIA parent role not present: row • Required ARIA parent role not present: row Missing ARIA attributes (6) Also applies to: WCAG 4.1.2 (A) Locations: 1. Today 2. Yesterday 3. This Week 4. Last Week 5. This Month 6. Last Month Issues: Screen readers can only see HTML and do not understand visuals. This translates to screen reader users not knowing whether the buttons were selected or not. This is important for those who cannot see the screen. Impacted area(s): Activity, Schedule Missing ARIA attributes (Schedule) (6) Also applies to: WCAG 4.1.2 (A) Locations: 1. Time-Off Requests button 2. Exceptions button 3. Mobile App button 4. Calendar Link button 5. View Breakdown button in PTO panel 6. Cancel button reveals the dialog in the PTO panel Issues:

Criteria	Conformance Level	Remarks and Explanations
		- Screen readers do not know how to communicate to users who cannot see the screen. If the button shows additional content while the screen is off and users are using a screen reader to understand what is going on in the web page, it appears as though the button does nothing at all. - For the Cancel button in the PTO panel: Dialog has no role and no attributes that inform screen reader users when a cancel button is pressed in the PTO panel. <i>Form fields must have an accessible name (Insights) (5)</i> Also applies to: WCAG 4.1.2 (A) Locations: 1. Time Interval: (button inside gux-dropdown element) 2. Compare: (button element that functions as a date picker) 3. To: (button element that functions as a date picker) 4. View 5. Sort Issues: Each of the form fields uses a custom widget. Such custom widgets are not programmatically associated with the form labels (div). When focusing in each of the form fields, screen readers only speak what's within the custom widgets. Thus, users who use a screen reader may not be able to tell which widget is associated with which label. Impacted area(s): Directory - External Contacts <i>Missing ARIA attributes (Opened Contact, Opened Organization) (2)</i> Also applies to: WCAG 4.1.2 (A) Locations: 1. "Hide Interaction History" button 2. Filter Interactions

Criteria	Conformance Level	Remarks and Explanations
		Issues: To users who use a screen reader, pressing the button appears to do nothing, yet visually the additional content is shown and hidden. Screen readers do not have a way of communicating the state of additional content to users who cannot see the screen. Impacted area(s): Documents Form elements must have labels (1) Also applies to: WCAG 4.1.2 (A) HTML: <code><input type="file" class="add-files-input" data-bind="fileInputSelection: addFiles" multiple=""></code> Issues: To solve this problem, fix at least (1) of the following: • Form element does not have an implicit (wrapped) <code><label></code> • Form element does not have an explicit <code><label></code> • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element has no placeholder attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Documents, Upload Form elements must have labels (1) Also applies to: WCAG 4.1.2 (A) HTML: <code><input type="file" class="add-files-input" data-bind="fileInputSelection: addFiles" multiple=""></code>

Criteria	Conformance Level	Remarks and Explanations
		Issues: To solve this problem, fix at least (1) of the following: • Form element does not have an implicit (wrapped) <label> • Form element does not have an explicit <label> • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element has no placeholder attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Profile, Out of Office Missing ARIA attributes (3) Also applies to: WCAG, 4.1.2 (A) Locations: 1. "Out of Office" button 2. On/Off switch next to "Out of Office Status" 3. On/Off switch next to "Indefinitely" Issues: • When the "Out of Office" button is activated, the page loads and it shows a switch; however, screen reader users will assume that the button does not do anything. The only workaround is to press the TAB key a couple of times to get to the UI elements. • The on/off switch did speak on and off depending on whether it's checked (switched on) or not (unchecked). The switch does not speak the label. The ID for the label is <code>gux-toggle-label-zjvb0lhfbw</code> and it's only there to tell screen readers that the switch is on or off. In other words, the switch is not associated with the element (Out of Office Status).

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): Profile, Preference Missing ARIA attributes (Preference) (1) Also applies to: WCAG 4.1.2 (A) Locations: Vertical tab interface Issues: Within the Preference dialog, if a current "tab" is selected, screen reader users who cannot see the screen won't be able to determine which "tab" or "page" they are in within the dialog. In other words, screen readers do not understand visuals. Screen readers rely on HTML in order to help users navigate the web page (or "web application"). Impacted area(s): Profile, Preference - Chat Select element must have an accessible name (Preference, Chat) (4) Also applies to: WCAG 4.1.2 (A) HTML: 1. <code><select tabindex="0" id="ember5494" class="select-preference-type sort-order-options form-control x-select ember-view"></code> 2. <code><select tabindex="0" id="ember5501" class="select-preference-type pictures-expanded-options form-control x-select ember-view"></code> 3. <code><select tabindex="0" id="ember5508" class="select-preference-type display-density-options form-control x-select ember-view"></code> 4. <code><select tabindex="0" id="ember5516" class="select-preference-type giphy-keyboard-options form-control x-select ember-view"></code>

Criteria	Conformance Level	Remarks and Explanations
		Issues: To solve this problem, fix at least (1) of the following: • Form element does not have an implicit (wrapped) <label> • Form element does not have an explicit <label> • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element has no placeholder attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Profile, Preference - Sound Missing ARIA attributes (Preference, Sound) (1) Also applies to: WCAG 4.1.2 (A) Locations: Audio Device Profile Issues: Is this a combobox or is this a button? Visually, it's a combobox; however, those who cannot see the screen will say "it's a button, not a combobox." A button is a small marked area on a device (or a graphical user interface) that is pressed to activate a function. A dropdown list includes a button to the right of the selected value which expands to reveal the list of options for users to select. A disclosure button is similar to a dropdown list, but it controls the visibility of content. In this case, there are two buttons in the list. By inspecting the menu items within the list, it is determined that it's a dropdown list. Not only our automated testing tool spotted the issues regarding the lack of parent element's role (specifically, a dropdown list), there is no information that screen readers need to know if the dropdown list is expanded or not.

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): Favorites or must only directly contain , <script>, or <template> elements (1) HTML: Issues: List element has direct children that are not allowed: [role=button] Missing ARIA attributes (1) Also applies to: WCAG 4.1.2 (A) Locations: "Add a favorite" text box Issues: It appears that the text box is essentially a combobox that shows a list of contact names along with information. There is lack of information for screen readers regarding if the dropdown contact list is expanded or not. Such changes on the screen need to be communicated to users of screen readers. Impacted area(s): UC Chat Certain ARIA roles must contain particular children (1) HTML: <ul role="tablist" class="nav nav-tabs"> Issues: Element has children which are not allowed: li[tabindex] Form elements must have labels (1) Also applies to: WCAG 4.1.2 (A) HTML: <textarea dir="auto" spellcheck="true" disabled="" data-t="chat-textarea" class="message-input form-control"></textarea> Issues: To solve this problem, fix at least (1) of the following: - Form element does not have an implicit (wrapped) <label> - Form element does not have an explicit <label> - aria-label attribute does not exist or is empty

Criteria	Conformance Level	Remarks and Explanations
		- aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty - Element has no title attribute - Element has no placeholder attribute Element's default semantics were not overridden with role="none" or role="presentation" elements must be contained in a or (3) HTML: <code><li class="all active"> <button type="button" aria-label="All Chats" title="All Chats" class="btn btn-link ally-focus- outline ally-hover-darken" data-ember-action="" data-ember-action-1571="1571"> <i class="tab-icon pc pc-chat-all"></i> </button> </code> <code><li class="people "></code> <code><li class="groups "></code> Issues: List item does not have a &lt;ul>,, &lt;ol>; parent element Select element must have an accessible name (Preferences for Chat) (4) Also applies to: WCAG 4.1.2 (A) HTML: <code><select tabindex="0" id="ember2247" class="select- preference-type sort-order-options form-control x- select ember-view"></code> <code><select tabindex="0" id="ember2258" class="select- preference-type pictures-expanded-options form- control x-select ember-view"></code>

Criteria	Conformance Level	Remarks and Explanations
		3. <code><select tabindex="0" id="ember2265" class="select-preference-type display-density-options form-control x-select ember-view"></code> 4. <code><select tabindex="0" id="ember2273" class="select-preference-type giphy-keyboard-options form-control x-select ember-view"></code> Issues: To solve this problem, fix at least (1) of the following: • Form element does not have an implicit (wrapped) <code><label></code> • Form element does not have an explicit <code><label></code> • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element has no placeholder attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> <i>Missing keyboard support and ARIA attributes (2)</i> Also applies to: WCAG 2.1.1 (A), 4.1.2 (A) Locations: 1. Emoji button 2. Link button Issues: The buttons near the chat box are not accessible for those who can only rely on the keyboard for navigation. Even if the <code>tabindex</code> attribute is added to the button (even with <code>role="button"</code>), the buttons contain missing ARIA attributes that are needed to let screen reader users know that the emojis list has been expanded or collapsed. At least the emoji widget and the hyperlink dialog are accessible from the keyboard. Still, a lot of the <code>gux-*</code> tags that were seen throughout the web applications do not have semantic meaning. Proper semantic markup is important for accessibility.

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): UC Calls Form elements must have labels (1) Also applies to: WCAG 4.1.2 (A) HTML: <code><input type="checkbox" id="ember3047" class="switch-input ember-checkbox ember-view"></code> Issues: To solve this problem, fix at least (1) of the following: • Form element does not have an implicit (wrapped) <code><label></code> • Form element does not have an explicit <code><label></code> • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element has no placeholder attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Inbox Form elements must have labels (1) Also applies to: WCAG 4.1.2 (A) HTML: <code><textarea class="form-control note-field"></textarea></code> Issues: To solve this problem, fix at least (1) of the following: • Form element does not have an implicit (wrapped) <code><label></code> • Form element does not have an explicit <code><label></code> • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty

Criteria	Conformance Level	Remarks and Explanations
		• Element has no title attribute • Element has no placeholder attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Performance Workspace, General Table View <i>Certain ARIA roles must contain particular children (2)</i> HTML: 1. <code><div role="tablist" class="gux-scrollable-section" aria-owns="gux-9e9111f1-3f66-4811-894e-a708ac1e5531-tab gux-9c40022b-7ca8-45e4-92db-58cb312628b9-tab"></code> 2. <code><div class="dt-row entity-id-784f2655-1921-4045-8076-ca016cc1b4c6" role="row" tabindex="-1" data-ember-action="" data-ember-action-2357="2357"></code> Issues: • Element has children which are not allowed: <code>button[tabindex]</code> • Element has children which are not allowed: <code>input[aria-label]</code>, <code>a[tabindex]</code> <i>Certain ARIA roles must be contained by particular parents (1)</i> HTML: <code><div class="dt-row entity-id-784f2655-1921-4045-8076-ca016cc1b4c6" role="row" tabindex="-1" data-ember-action="" data-ember-action-2357="2357"></code> Issues: Required ARIA parents role not present: <code>grid</code>, <code>rowgroup</code>, <code>table</code>, <code>treegrid</code> <i>Missing keyboard support and ARIA attributes (1)</i> Also applies to: WCAG 2.1.1 (A), 4.1.2 (A) Locations: The blue circular button above the table

Criteria	Conformance Level	Remarks and Explanations
		Issues: There is a <code>role="button"</code> for a div element with a class name of "media-type-filter-v2" and a title attribute of "Selected Media Type: Voice." The missing element for those who use a keyboard is a <code>tabindex="0"</code> attribute. The keyboard functionality works once the <code>tabindex="0"</code>, but there is no indication of whether the Filters dialog is shown (expanded) or not (collapsed). <i>What looks like an element may not be structured like an element (1)</i> Locations: Large table with table headings (buttons) and table cells (data) Issues: As the title says, if it looks like a table, but screen reader users cannot navigate a table, then it's not a table at all. What this is saying is that screen reader users can press a T key to get to the data table. Because screen readers will say "no next table," or "no previous table" if users press Shift+T, there is no table at all. Each of the elements is a div for a table, table row, table heading, and table cell (even a button is a div but at least there's a <code>tabindex</code> attribute). <i>Missing ARIA attributes for table header buttons (12)</i> Also applies to: WCAG 4.1.2 (A) Locations: 1. "Presence" button (looks empty between the checkbox and Agent) 2. "Agent" button 3. Time in Status 4. Status 5. Answer 6. Handle 7. Average Handle 8. Average Talk 9. Average Hold 10. Average ACW 11. Hold 12. Transfer

Criteria	Conformance Level	Remarks and Explanations
		Issues: When screen reader users encounter sortable columns, there is no information that is needed to convey to users whether the selected column is sorted in ascending or descending order. Also, while sorting by column, the whole table went into a "disabled" state but there's no indication that something is working in the background (no aria-busy). Missing ARIA attributes (3) Also applies to: WCAG 4.1.2 (A) Locations: 1. Tabs below the Agent Performance tab (Performance, Email, Message, etc.) 2. Toggle Chart button after the Filter (Search?/magnifying glass) button 3. "Pick Columns" button Issues: • Screen readers only see HTML and not visuals. There is no way to programmatically determine which tab is selected based on visuals alone. • By toggling the "chart" button, there is a message that states, "Chart Unavailable Use the search box to filter users." Unfortunately, that alert is not spoken and for those with visual disability, that alert may not be visible to users who use a screen magnifier which makes only the subset of the screen only visible at any given time. The advantage of screen magnifiers is it helps users see the screen better; it's only that users with visual disabilities will probably miss that alert message. Even if there is a chart available, there is no way to know whether the chart is shown (expanded) or not (collapsed). • The problem with the "Pick Column" button is lack of communication from screen readers whether the Add/Remove Columns content is shown or not (aria-expanded). Impacted area(s): Evaluations, Quality Evaluations

Criteria	Conformance Level	Remarks and Explanations
		Missing ARIA attributes (2) Also applies to: WCAG 4.1.2 (A) Locations: 1. Quality Admin tab 2. Quality Evaluator tab Issues: Screen readers cannot see visuals but can only rely on HTML to speak to users who cannot see the screen. How do screen readers know which tab is selected? To those who can see, one of the tabs is currently selected but to those who cannot see the screen, none of the tabs appear to be selected. It helps to imagine browsing a web page just by looking at the HTML code from a text editor instead of using a web browser. Missing table structure (2) Also applies to: WCAG 4.1.2 (A) Locations: 1. Agent Activity table 2. Agent Evaluation table Issues: If a user is browsing a web page by viewing an HTML from a text editor, how does a user know that a user is viewing a table? A user viewing an HTML using a text editor won't see a <table> tag. That is what a screen reader does, except that screen readers do not view HTML code from a text editor unless screen readers can read every single HTML character which can be gibberish for users who do not understand HTML. Screen readers have to translate HTML into plain English so that those who are browsing the web using a web browser can understand and get a feel for the website's layout. And this is where the problem comes in. Where are the tables in the web page? Disabling CSS stylesheets can reveal that there are no tables at all. CSS stands for "Cascading stylesheet" and it's used to style a web page.

Criteria	Conformance Level	Remarks and Explanations
		Note: There is also an HTML table in the Audit Trail tab that contains headings, but it's not really an HTML table from the perspective of a screen reader, so this issue won't be repeated in this report. Impacted area(s): Evaluations, Evaluation Interaction Missing table structure (1) Also applies to: WCAG 4.1.2 (A) Locations: Table in Conversation Timeline Issues: Although screen reader users can press the T key to find the first table that is hidden inside a popover or tooltip for each of the "bar graph" (Dialing, Interact, and Wrap-Up), the large table containing an agent and a customer (or third party) is not known to users of screen readers. Screen reader users are going to have a difficult time getting a feel for where they are in the table. Impacted area(s): Survey Form Missing ARIA attributes (1) Also applies to: WCAG 4.1.2 (A) Locations: Question group disclosure buttons after the language selection Issues: Screen readers do not have the means to determine whether the list of questions within the group is expanded or not. Impacted area(s): Outbound Campaigns Certain ARIA roles must contain particular children (2) HTML:

Criteria	Conformance Level	Remarks and Explanations
		1. <div class="l-scroll-table-stretch data-table l-scroll-table" data-bind="dataTable: dataTableConfig" role="table"> 2. <div class="dt-column-settings dialog" role="rowgroup" data-bind="dialog: isDisplayingColumnConfiguration, include: 'templates/widgets/dataTable/columnVisibilityConfiguration'"> Issues: • Element has children which are not allowed: button[tabindex], a[tabindex], h3[tabindex], h4[tabindex], ul[tabindex], [role=search] • Element has children which are not allowed: button[tabindex], a[tabindex], h3[tabindex], h4[tabindex], ul[tabindex], [role=search] Missing ARIA attributes (1) Also applies to: 4.1.2 (A) Locations: Customize button Issues: Similar to other issues that lack the aria-expanded attribute, the button does not convey the state of the disclosure button to screen reader users that cannot see the screen. Impacted area(s): Workforce Management, Intraday Monitoring Form elements must have labels (3) Also applies to: WCAG 4.1.2 (A) Locations: 1. Display Interval 2. Time Format 3. Show differences for numeric metrics as percentages

Criteria	Conformance Level	Remarks and Explanations
		Issues: In addition to missing form labels for the spin boxes, there are no programmatically assigned labels for the form elements that are constructed using custom widgets. Table needs to be split into two (Intraday Monitoring) (1) Locations: One large table containing two headings Issues: Screen readers do not know how to comprehend the data table; thus, it can be very difficult for users to navigate and get the data in order to make informed decisions. Missing ARIA attributes (1) Also applies to: WCAG 4.1.2 (A) Locations: Difference columns with clickable large bold number Issues: When a screen reader user tabs into the "0%" or "0s" (for 0 seconds), what is the purpose of this interactive element? Screen reader users won't have enough information to understand what the numbers represent. No proper roles assigned to custom widgets (12) Also applies to: WCAG 4.1.2 (A) Locations: 1. "?"/"Tooltip" 2. "Filter" (expanded to reveal...) 3. "Abandoned" 4. "Agents" 5. "Answered" 6. "Average Handle Time" 7. "Average Speed of Answer" 8. "Completed" 9. "Occupancy" 10. "Offered" 11. "Hide Column"

Criteria	Conformance Level	Remarks and Explanations
		12. Not only the issues are found in "Service Levels," the same goes for "Offered," "Answered," "Abandoned," and "Average Handle Time." Issues: HTML tags do not have proper semantic information (<button>) or ARIA roles (role="button"). Screen readers do not know if these tags are considered buttons or not, so screen readers had to rely on some "external role" such as role="region" to assign each of the interactive elements as "sections." Also, for some reason, it seems some screen readers would stop mentioning "section" but simply speak "clickable" (due to the tabindex attribute before the name of the element (if there is an accessible label for an element)). Impacted area(s): Workforce Management, Intraday Monitoring – Display Options Form elements must have labels (4) Also applies to: WCAG 4.1.2 (A) HTML: 1. <input class="form-control numeric-only input-number-picker" data-bind="value: boundValue, valueUpdate: 'blur', click: stopPropagation, clickBubble: false, disable: disabled, attr: attrBinding"> 2. <input class="form-control numeric-only input-number-picker" data-bind="value: boundValue, valueUpdate: 'blur', click: stopPropagation, clickBubble: false, disable: disabled, attr: attrBinding"> 3. <input class="form-control numeric-only input-number-picker" data-bind="value: boundValue, valueUpdate: 'blur',

Criteria	Conformance Level	Remarks and Explanations
		click: stopPropagation, clickBubble: false, disable: disabled, attr: attrBinding"> 4. <input class="form-control numeric-only input-number-picker" data-bind="value: boundValue, valueUpdate: 'blur', click: stopPropagation, clickBubble: false, disable: disabled, attr: attrBinding"> Issues: To solve this problem, fix at least (1) of the following: • Form element does not have an implicit (wrapped) <label> • Form element does not have an explicit <label> • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element has no placeholder attribute • Element's default semantics were not overridden with role="none" or role="presentation" Impacted area(s): Workforce Management, Real-Time Adherence Form elements must have labels (Real-Time Adherence) (1) Also applies to: WCAG 4.1.2 (A) HTML: <input class="page-number-entry" data-bind="value: pageNumber, disable: hasPageCount() & & pageCount() <= 1" disabled=""> Issues: To solve this problem, fix at least (1) of the following: • Form element does not have an implicit (wrapped) <label>

Criteria	Conformance Level	Remarks and Explanations
		- Form element does not have an explicit <label> - aria-label attribute does not exist or is empty - aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty - Element has no title attribute - Element has no placeholder attribute - Element's default semantics were not overridden with role="none" or role="presentation" Impacted area(s): Workforce Management, Historical Adherence <i>ARIA roles are there, but tables are not marked up correctly (1)</i> Locations: HTML table starting with "Adherence" column for screen readers and starting with "Agent" column visually Issues: Screen readers see "Adherence" as the first column and not "Agent." Visually, the "Agent" column is the first column. Not knowing how to use ARIA roles correctly can inhibit accessibility for those who use a screen reader. <i>Missing keyboard support and ARIA attributes (1)</i> Also applies to: WCAG 2.1.1 (A), 4.1.2 (A) Locations: Adherence Over Time graph Issues: Any interactive elements that requires a mouse to use must be available to users who must rely on keyboard for navigation. Even then, such bar graphs may not provide any information for screen readers to interpret what information the web page is providing and then transmit that information to users via speech. Impacted area(s): Workforce Management, WFM Configuration

Criteria	Conformance Level	Remarks and Explanations
		Form elements must have accessible labels (1) Also applies to: WCAG 4.1.2 (A) Locations: Checkboxes for each row below the table heading Issues: Even if the HTML table has been marked up properly with semantic HTML tabs, all the checkboxes below the heading have a label of "select row." A table without a proper structure can be difficult for screen reader users to navigate around HTML tables in a web page. Impacted area(s): Workforce Management, WFM Configuration - Add Form elements must have labels (WFM Configuration, Add) (1) Also applies to: WCAG 4.1.2 (A) HTML: <code><input class="search-agent-input select2-offscreen" id="selectQueuesToAddToMU" data-bind="combobox: { value: queuesToAdd, id: 'id', text: 'name', infoText: 'infoText', search: searchQueues, onEnter: addAgentsByQueue, multiple: true, dontSearchOnEmptySelection: true, searchDelayMs: 600, placeholder: ko.il8n.renderString('wfm.views.agents.add.byQueue.placeholder'), disabled: isSaving }" tabindex="-1"></code> Issues: To solve this problem, fix at least (1) of the following: - Form element does not have an implicit (wrapped) <label> - Form element does not have an explicit <label>

Criteria	Conformance Level	Remarks and Explanations
		- aria-label attribute does not exist or is empty - aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty - Element has no title attribute - Element has no placeholder attribute - Element's default semantics were not overridden with role="none" or role="presentation" Impacted area(s): Workforce Management, Planning Groups – Add <i>Certain ARIA roles must be contained by particular parents (Planning Groups, Add) (2)</i> HTML: 1. <code><button type="button" class="tabButton KoControls selected" role="tab" data-bind="koTooltip: { html: tooltip }, click: \$parent.tabClick, css: { selected: isSelected }, attr: { id: name + '-tab', 'data-inintest': name, 'aria-selected': isSelected }" id="associationsPanel-tab" data-inintest="associationsPanel" aria-selected="true"></code> 2. <code><button type="button" class="tabButton KoControls" role="tab" data-bind="koTooltip: { html: tooltip }, click: \$parent.tabClick, css: { selected: isSelected }, attr: { id: name + '-tab', 'data-inintest': name, 'aria-selected': isSelected }" id="agentsPanel-tab" data-inintest="agentsPanel"></code>

Criteria	Conformance Level	Remarks and Explanations
		Issues: • Required ARIA parent role not present: tablist • Required ARIA parent role not present: tablist Impacted area(s): Workforce Management, Historical Data Import <i>Form elements must have labels (Historical Data Import) (1)</i> Also applies to: WCAG 4.1.2 (A) HTML: <code><input type="text" class="form-control" data-bind="attr: attrBinding"></code> Issues: To solve this problem, fix at least (1) of the following: • Form element does not have an implicit (wrapped) <code><label></code> • Form element does not have an explicit <code><label></code> • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element has no placeholder attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Gamification <i>Missing ARIA attributes (3)</i> Also applies to: WCAG 4.1.2 (A) Locations: 1. Details 2. Metrics

Criteria	Conformance Level	Remarks and Explanations
		3. Members Issues: All tabs are spoken as "clickable" along with the accessible labels but do not speak the roles along with which tabs are selected. Impacted area(s): Coaching and Learning, New Coaching Appointment Missing ARIA attributes (1) Also applies to: WCAG 4.1.2 (A) Locations: Check button in Step 3 of 3 Issues: There is information after the check button that screen readers do not know about. This is true for those who cannot see the screen. Impacted area(s): Coaching and Learning, New Module Missing ARIA attributes (5) Also applies to: WCAG 4.1.2 (A) Locations: 1. Details tab 2. Content tab 3. Assessment tab 4. Auto Assign tab 5. Settings tab Issues: The tabs may look like they're part of the tab interface, but for those who use a screen reader, the tabs are all simply "clickables." How do screen reader users know which tabs are selected? Screen readers only see HTML, not visuals. Impacted area(s): Coaching and Learning, New Module – Auto Assign

Criteria	Conformance Level	Remarks and Explanations
		<i>Missing keyboard support and ARIA attributes (1)</i> Also applies to: WCAG 2.1.1 (A), 4.1.2 (A) Locations: "Auto Assign" tooltip Issues: The tooltip for the question mark is only accessible via users who can use a mouse. Those who rely on keyboards for navigation won't be able to access the tooltip. <i>Missing labels for custom widgets (1)</i> Also applies to: WCAG 4.1.2 (A) Locations: List of agents after the search field Issues: When tabbing to a scrollable widget that is after the search box, screen reader users have no way of determining what the purpose of the widget is. It is determined that the widget is associated with the search box, so when searching for an agent, the list of names begins to narrow down. Plus, it is apparent that users who rely on the keyboard for navigation will not be able to select an agent from the list, which might add a bit of confusion for users who use a screen reader. <i>Missing ARIA attributes (1)</i> Also applies to: WCAG 4.1.2 (A) Locations: Search box that shows the number of results found during a search Issues: When users enter anything in the search box, the number of results is not spoken and so screen reader users might have to work around by tabbing to the "agents list" and navigate through the list of results in the custom widget. Impacted area(s): Coaching and Learning, New Module – Auto Assign, New Module - Settings <i>Inaccurate accessible label (2)</i>

Criteria	Conformance Level	Remarks and Explanations
		Also applies to: WCAG 4.1.2 (A) Locations: 1. Checkbox/switch below Auto Assign 2. Settings switch in Settings tab Issues: The checkbox only speaks "On" and "off." While the switch does have an accessible label, the label is inaccurate as it does not speak the proper label for the switch/checkbox. Impacted area(s): Interaction Recording Form elements must have labels (1) Also applies to: WCAG 4.1.2 (A) HTML: <code><input class="speed-range" type="range" data-bind="attr: {</code> <code>min: .5,</code> <code>max: 2,</code> <code>step: .5,</code> <code>},</code> <code>value: currentPlaySpeed" min="0.5" max="2" step="0.5"></code> Issues: To solve this problem, fix at least (1) of the following: • Form element does not have an implicit (wrapped) <label> • Form element does not have an explicit <label> • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element has no placeholder attribute Element's default semantics were not overridden with role="none" or role="presentation"

Criteria	Conformance Level	Remarks and Explanations
		Missing keyboard support and ARIA attributes (1) Also applies to: WCAG 2.1.1 (A), 4.1.2 (A) Locations: Slider in the recording timeline Issues: Unfortunately, there is not a way for keyboard users to control the slider. Plus, there does not seem to be an indication of how long it has been since the start of the recording. This is true especially for those who use a screen reader and cannot see the screen. Impacted area(s): Speech and Text Analytics List not properly structured (1) Locations: Main transcript after the search function Issues: From what is seen in the transcript, the transcript seems to consist of a list, a table, a list, and so on and so forth. This can make it difficult for screen reader users to determine how the transcript is laid out.
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software)	Main Page (Login): Not Applicable Main Menu: Not Applicable Sidebar: Not Applicable Search: Not Applicable Help: Not Applicable Pop-up Notification: Not Applicable Queue Toggle: Not Applicable Interactions/Conversations (Main View): Not Applicable Agent UI Handling: Not Applicable Multi-Panels: Not Applicable Agent UI Panels - Interaction Context: Agent Assist: Not Applicable Agent UI Panels - Interaction Context: External Contact (Profile): Not Applicable Agent UI Panels - Interaction Context: Customer Journey: Not Applicable Agent UI Panels - Interaction Context: Canned Response: Not Applicable Agent UI Panels - Interaction Context: ACW: Not Applicable Agent UI Panels - Co-Browse v2: Callbacks: Not Applicable Outbound Dialing: Not Applicable	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-81 Note: Any page types marked as “not applicable” are not applicable for this criterion. Impacted area(s): Activity, Insights – Agent’s Name <i>Use of color alone may not provide sufficient color contrast (2)</i> Also applies to: WCAG 1.4.11 Locations: 1. Color legends near bar graphs 2. Bar graphs Issues: It is determined that two of the colors (#CC3EBE and #5E5782) has an insufficient color contrast of 1.58:1. Those with contrast loss or cannot see colors will have a difficult time distinguishing between the colors alone in the bar graphs.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)	Applicable After Contact Workflows: Not Applicable Digital Interactions (Email): Not Applicable Web Messenger/Messaging/SMS: Not Applicable List View: Not Applicable Activity: Partially Supports Activity - Without WEM Addon: Not Applicable Directory - External Contacts: Not Applicable Documents: Not Applicable Profile: Not Applicable Favorites: Not Applicable UC Chat: Not Applicable UC Calls: Not Applicable Inbox: Not Applicable Performance Workspace: Not Applicable Evaluations: Not Applicable Survey Form: Not Applicable Outbound Campaigns: Not Applicable Workforce Management: Not Applicable Gamification: Not Applicable Coaching and Learning: Not Applicable	

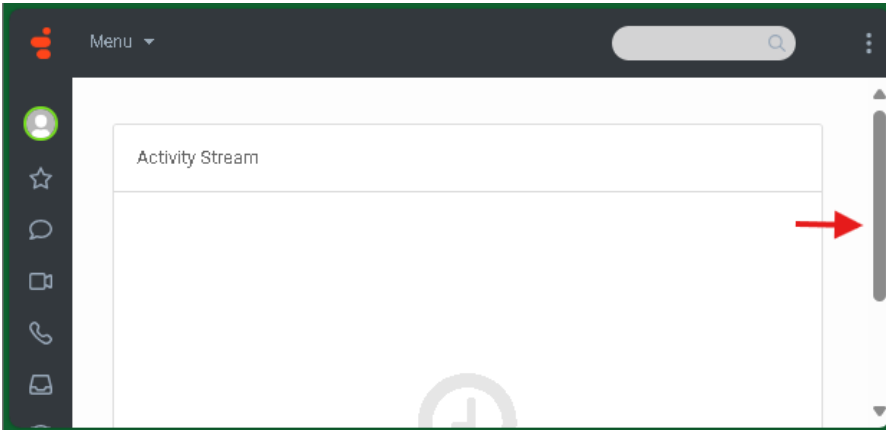
Criteria	Conformance Level	Remarks and Explanations
	Interaction Recording: Not Applicable Speech and Text Analytics: Not Applicable Supervisor - Supervisor/Scheduler Tasks: Not Applicable	
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria 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)	Main Page (Login): Supports Main Menu: Supports Sidebar: Supports Search: Supports Help: Partially Supports Pop-up Notification: Supports Queue Toggle: Supports Interactions/Conversations (Main View): Supports Agent UI Handling: Supports Multi-Panels: Supports Agent UI Panels - Interaction Context: Agent Assist: Partially Supports Agent UI Panels - Interaction Context: External Contact	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-104 Impacted area(s): Help <i>Missing keyboard support (2)</i> Locations: "Yes, this is helpful" button "No, this is not helpful" button Issues: Any interactive elements that contain a display: none property cannot be accessed via the keyboard's TAB key. Setting the CSS display: none property removes the elements from focus order. Impacted area(s): Agent UI Panels - Co-Browse v2

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	(Profile): Supports Agent UI Panels - Interaction Context: Customer Journey: Supports Agent UI Panels - Interaction Context: Canned Response: Supports Agent UI Panels - Interaction Context: ACW: Supports Agent UI Panels - Co-Browse v2: Partially Supports Callbacks: Supports Outbound Dialing: Supports After Contact Workflows: Supports Digital Interactions (Email): Partially Supports Web Messenger/Messaging/SMS: Supports List View: Supports Activity: Partially Supports Activity - Without WEM Addon: Partially Supports Directory - External Contacts: Supports Documents: Partially Supports Profile: Supports Favorites: Partially Supports UC Chat: Partially Supports UC Calls: Supports	Scrollable region must have keyboard access (1) HTML: <div id="url-text"> Issues: To solve this problem, fix at least (1) of the following: - Element should have focusable content - Element should be focusable Impacted area(s): Digital Interactions (Email) Missing keyboard support (1) Locations: The floating toolbar above a user-created table in the rich-text editor Issues: The floating toolbar is not accessible for users who rely on the keyboard for navigation. There is a workaround by using arrow keys and then pressing the TAB key to get to the table submenus; however, it's not going to be an intuitive design for those who cannot use a mouse. Impacted area(s): Activity, Insights – Agent's Name Missing keyboard support and ARIA attributes (1) Also applies to: WCAG 1.3.1 (A), 4.1.2 (A) Locations: Colored legends above the graph Issues: The colors can be clicked in above the graph, but keyboard users cannot choose which bar graphs to show. SVG elements are not considered interactive. Impacted area(s): Activity, Schedule - Day and Week Scrollable region must have keyboard access (1)

Criteria	Conformance Level	Remarks and Explanations
	Inbox: Supports Performance Workspace: Partially Supports Evaluations: Partially Supports Survey Form: Supports Outbound Campaigns: Supports Workforce Management: Partially Supports Gamification: Supports Coaching and Learning: Partially Supports Interaction Recording: Supports Speech and Text Analytics: Supports Supervisor - Supervisor/Scheduler Tasks: Supports	HTML: <code><div class="fc-scroller fc-scroller-liquid-absolute" style="overflow: hidden scroll;"></code> Issues: To solve this problem, fix at least (1) of the following: • Element should have focusable content • Element should be focusable Impacted area(s): Activity, Overview Missing keyboard support (Overview) (1) Locations: Re-arranging panels Issues: Users who cannot use a mouse but want to re-arrange panels need to be able to move panels around by using the keyboard and here there is no support for re-arranging panels via keyboard. Impacted area(s): Activity, Insights Missing keyboard support (Insights) (1) Locations: Agent's name below Agent heading Issues: Those who can use a mouse can hover over agent's name below the table heading and access any of the buttons in the popover; however, those who use a keyboard for navigation cannot access any of the buttons because the popover does not show when the agent's name is in focus. Missing keyboard support (Insight) (5) Locations: 1. Average Handle Time 2. Calls Transferred Ratio 3. Average Hold 4. Punctuality

Criteria	Conformance Level	Remarks and Explanations
		5. After Call Work Time Ratio Issues: Prior to the new version of Genesys, the texts that are part of the table headings had no roles assigned to them and now that is fixed and now the buttons are now used as sortable columns. However, these columns have popovers and those who use a screen magnifier to enlarge parts of the screen, those who use a keyboard for navigation but do not rely and screen readers but may need to rely on screen magnifiers, and those who do use screen reader and can only use a keyboard for navigation won't be able to navigate towards the popover. By moving a mouse, the popovers disappear below the headings. This will require screen magnifier users to zoom back out to the entire screen to read the popovers. Impacted area(s): Activity - without WEM Addon <i>Scrollable region must have keyboard access (1)</i> HTML: <div id="orgspan" role="application" tabindex="-1"> Issues: To solve this problem, fix at least (1) of the following: • Element should have focusable content • Element should be focusable Note: It is determined that this is a technical/bug issue and not an accessibility issue. The layout for the Activity Stream expands beyond the web page which causes the scrollbar to appear. If the Activity Stream did not have the fixed height and it resizes based on the width and height of the window.

Criteria	Conformance Level	Remarks and Explanations
		 Impacted area(s): Documents <i>Missing keyboard support (2)</i> Locations: 1. My Workspace 2. Shared with me Issues: The div elements with a class name of workspace-actions has a display property set to none that prevents keyboard users from interacting with the interactive elements. Impacted area(s): Favorites <i>Scrollable region must have keyboard access (1)</i> HTML: <code><div class="tab-content"></code> Issues: To solve this problem, fix at least (1) of the following: • Element should have focusable content

Criteria	Conformance Level	Remarks and Explanations
		• Element should be focusable Impacted area(s): UC Chat Missing keyboard support (1) Locations: Close button in "Start chatting" dialog Issues: The close button in the "Start a conversation" dialog functions normally, but in the "Start chatting" dialog, keyboard users have no way to navigate to the close button to close the dialog. Missing keyboard support (1) Locations: List of agents and chat groups Issues: When hovering over the list of agents or chat groups in Direct Message and Personal Groups respectively, there is an X button shown after the agent's name or chat group name. The delete button cannot be accessed by using the keyboard. Also screen readers did speak the delete button when the agent's name or chat group name is in focus. Those who use a keyboard for navigation and have mobility or physical disabilities may not be able to use the mouse to navigate around the web interface. Impacted area(s): Performance Workspace, General Table View Missing keyboard support (3) Locations: 1. (?) Open Contextual Help Panel 2. Close button in Add/Remove Columns 3. Close button in Filters area

Criteria	Conformance Level	Remarks and Explanations
		Issues: <code>role="button"</code>? Check. Functionality for implementing the onclick event? Check. Tabindex? No checkmark. A role is a promise! A promise that such a functionality is implemented and that it is accessible for keyboard users--users who use a screen reader or not. A lack of a promise inhibits keyboard users from accessing interactive elements. Impacted area(s): Workforce Management, Intraday Monitoring <i>Scrollable region must have keyboard access (1)</i> HTML: <code><div class="scroller" tabindex="-1" style="opacity: 1; "></code> Issues: To solve this problem, fix at least (1) of the following: • Element should have focusable content • Element should be focusable Note: Any scrollable elements (those that contain a scrollbar that is controlled by a CSS overflow property) need to have a <code>tabindex="0"</code> attribute unless scrollable elements contain interactive elements such as links, buttons, and text boxes. This issue (and future issues regarding scrollable elements) won't be repeated in the remainder of the report. Impacted area(s): Coaching and Learning <i>Incomplete keyboard support (1)</i> Locations: Close button in dialogs Issues: Tabbing to the close button and closing the dialog by pressing the spacebar or Enter key does not say what it does unless users use a mouse to close the dialog.

Criteria	Conformance Level	Remarks and Explanations
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software)	Main Page (Login): Supports Main Menu: Supports Sidebar: Supports Search: Supports Help: Partially Supports Pop-up Notification: Supports Queue Toggle: Supports Interactions/Conversations (Main View): Supports Agent UI Handling: Supports Multi-Panels: Supports Agent UI Panels - Interaction Context: Agent Assist: Supports Agent UI Panels - Interaction Context: External Contact (Profile): Supports Agent UI Panels - Interaction Context: Customer Journey: Supports Agent UI Panels - Interaction Context: Canned Response: Supports Agent UI Panels - Interaction Context: ACW: Supports Agent UI Panels - Co-Browse v2: Supports Callbacks: Supports Outbound Dialing: Supports After Contact Workflows: Supports Digital Interactions (Email):	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-105 Impacted area(s): UC Chat <i>Partial keyboard trap found (1)</i> Locations: Search box within the search dialog Issues: The reason why "partial keyboard trap" is given is that some keyboard users can figure out that they can press the escape key to close the search dialog but not everyone knows about the escape key. The close button has keyboard support, but it cannot be reached because of the keyboard trap.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)	Supports Web Messenger/Messaging/SMS: Supports List View: Supports Activity: Supports Activity - Without WEM Addon: Supports Directory - External Contacts: Supports Documents: Supports Profile: Supports Favorites: Supports UC Chat: Partially Supports UC Calls: Supports Inbox: Supports Performance Workspace: Supports Evaluations: Supports Survey Form: Supports Outbound Campaigns: Supports Workforce Management: Supports Gamification: Supports Coaching and Learning: Supports Interaction Recording: Supports Speech and Text Analytics: Supports Supervisor - Supervisor/Scheduler Tasks: Supports	

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
2.2.1 Timing Adjustable (Level A)	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software)		

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria 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)	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Soft ware) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria 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)	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software)	Main Page (Login): Supports Main Menu: Supports Sidebar: Supports Search: Supports Help: Partially Supports Pop-up Notification: Supports Queue Toggle: Supports Interactions/Conversations (Main View): Supports Agent UI Handling: Supports Multi-Panels: Supports Agent UI Panels - Interaction Context: Agent Assist: Partially Supports Agent UI Panels - Interaction	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-106 Impacted area(s): Help <i>Frames must have an accessible name (1)</i> Also applies to: WCAG 4.1.2 (A) HTML: <code><iframe role="presentation" data-app-id="app_help-panel-embed" allow="" aria-hidden="false" sandbox="allow-same-origin allow-scripts allow-popups allow-forms" src="https://help.mypurecloud.com/redirect/en-US/directory.agent-activity?theme=simplified" name="app-</code>

Criteria	Conformance Level	Remarks and Explanations
– 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) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Context: External Contact (Profile): Supports Agent UI Panels - Interaction Context: Customer Journey: Supports Agent UI Panels - Interaction Context: Canned Response: Supports Agent UI Panels - Interaction Context: ACW: Supports Agent UI Panels - Co-Browse v2: Callbacks: Does Not Support Outbound Dialing: Supports After Contact Workflows: Supports Digital Interactions (Email): Web Messenger/Messaging/SMS: Partially Supports List View: Partially Supports Activity: Supports Activity - Without WEM Addon: Supports Directory - External Contacts: Partially Supports Documents: Supports Profile: Supports Favorites: Supports UC Chat: Supports UC Calls: Supports Inbox: Supports	help-panel-embed" id="ember5144" class="app-embed external-app app-help-panel-embed ember-view"> Issues: To solve this problem, fix at least (1) of the following: - Element has no title attribute - aria-label attribute does not exist or is empty - aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty - Element's default semantics were not overridden with role="none" or role="presentation" Impacted area(s): Agent UI Panels Interaction Context – Agent Assist Frames must have an accessible name (1) Also applies to: WCAG 4.1.2 (A) HTML: <iframe src="https://apps.usw2.pure.cloud/smart-advisor-ui/#/smart-advisor/?host=cx&appsV2=true&iid=5d29f588-9c9c-4c96-b44c-d0ea6fbfb6f2&interactionType=webmessaging&locale=en-us" sandbox="allow-same-origin allow-scripts allow-modals allow-popups allow-forms allow-downloads allow-presentation" allow=""> Issues: To solve this problem, fix at least (1) of the following: - Element has no title attribute - aria-label attribute does not exist or is empty - aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty - Element's default semantics were not overridden with role="none" or role="presentation"

Criteria	Conformance Level	Remarks and Explanations
	Performance Workspace: Partially Supports Evaluations: Supports Survey Form: Supports Outbound Campaigns: Supports Workforce Management: Partially Supports Gamification: Supports Coaching and Learning: Supports Interaction Recording: Supports Speech and Text Analytics: Partially Supports Supervisor - Supervisor/Scheduler Tasks: Supports	Impacted area(s): Agent UI Panels - Co-Browse v2 Frames must have an accessible name (3) Also applies to: WCAG 4.1.2 (A) HTML: <code><iframe role="presentation" data-app-id="app_cobrowse-viewer" allow="fullscreen 'none'" aria-hidden="false" sandbox="allow-scripts allow-same-origin allow-forms allow-modals allow-popups" src="https://apps.usw2.pure.cloud/cobrowse-next/viewer.html?lang=en-us&env=usw2.pure.cloud&conversationId=baa8fd1f-3333-4e70-a190-940f27e58f1b&usePopupAuth=false" name="Co-Browse Viewer" id="ember4485" class="visible app-embed external-app app-cobrowse-viewer ember-view"></code> <code><iframe src="https://apps.usw2.pure.cloud/messaging-gadget/messaging-gadget.html" sandbox="allow-scripts allow-downloads allow-same-origin allow-popups" allow=""></iframe></code> <code><iframe src="https://apps.usw2.pure.cloud/external-contacts-ACD/#/agent/contact/0600e6b6-fd4d-4414-beee-0fee4104cef6?isLocal=false&pcTLD=usw2.pure.cloud&defaultCountryCode=US&userId=</code>

Criteria	Conformance Level	Remarks and Explanations
		e24f6439-65e3-47ab-ade5-0e4591c27a08&jid=67228e6a7d20b62b3b75e2f4%40webdirectoryuatorg.orgspan.com&locale=en-us&pcEnvironment=usw2.pure.cloud&interactionId=baa8fd1f-3333-4e70-a190-940f27e58f1b&usePopupAuth=false" sandbox="allow-same-origin allow-scripts allow-modals allow-popups allow-forms allow-downloads" allow=""> Issues: To solve this problem, fix at least (1) of the following: • Element has no title attribute • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element's default semantics were not overridden with role="none" or role="presentation" No functionality for jumping between areas (2) Locations: 1. Co-Browser 2. Chat room Issues: When jumping between co-browser and chat room, it can be difficult for keyboard users to navigate between the co-browser and chat room, especially if there's a lot of messages in the chat that can take a while to get where users need to go on the web application. Impacted area(s): Web Messenger/Messaging/SMS Frames must have an accessible name (1) Also applies to: WCAG 4.1.2 (A)

Criteria	Conformance Level	Remarks and Explanations
		HTML: <code><iframe src="https://apps.usw2.pure.cloud/smart-advisor-ui/#/smart-advisor/?host=cx&appsV2=true&iid=5d29f588-9c9c-4c96-b44c-d0ea6fbfb6f2&interactionType=webmessaging&locale=en-us" sandbox="allow-same-origin allow-scripts allow-modals allow-popups allow-forms allow-downloads allow-presentation" allow=""></code> Issues: To solve this problem, fix at least (1) of the following: • Element has no title attribute • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element's default semantics were not overridden with role="none" or role="presentation" Impacted area(s): Directory - External Contacts Frames must have an accessible name (1) Also applies to: WCAG 4.1.2 (A) HTML: <code><iframe frameborder="0" sandbox=" allow-popups-to-escape-sandbox allow-scripts allow-same-origin allow-modals allow-forms allow-popups allow-downloads allow-top-navigation-by-user-activation" allow="" title=""></iframe></code> Issues: To solve this problem, fix at least (1) of the following: • Element has no title attribute • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty

Criteria	Conformance Level	Remarks and Explanations
		- Element's default semantics were not overridden with role="none" or role="presentation" Impacted area(s): Workforce Management <i>Frames must have an accessible name (Historical Adherence) (1)</i> Also applies to: WCAG 4.1.2 (A) HTML: <iframe frameborder="0" sandbox=" allow-popups-to-escape-sandbox allow-scripts allow-same-origin allow-modals allow-forms allow-popups allow-downloads allow-top-navigation-by-user-activation" allow="" title=""></iframe> Issues: To solve this problem, fix at least (1) of the following: - Element has no title attribute - aria-label attribute does not exist or is empty - aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty - Element's default semantics were not overridden with role="none" or role="presentation" Impacted area(s): Interaction Recording <i>Frames must have an accessible name (1)</i> Also applies to: WCAG 4.1.2 (A) HTML: <iframe frameborder="0" sandbox=" allow-popups-to-escape-sandbox allow-scripts allow-same-origin allow-modals allow-forms allow-popups allow-downloads allow-top-navigation-by-user-activation" allow=""></iframe> Issues: To solve this problem, fix at least (1) of the following:

Criteria	Conformance Level	Remarks and Explanations
		• Element has no title attribute • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element's default semantics were not overridden with role="none" or role="presentation" Impacted area(s): Speech and Text Analytics <i>Frames must have an accessible name (1)</i> Also applies to: WCAG 4.1.2 (A) HTML: <code><iframe class="gia-transcript-frame" data-bind="attr: { src: transcriptUiURL }, event: { load: onFrameLoaded }" src="https://apps.usw2.pure.cloud/transcript-ui"></iframe></code> Issues: To solve this problem, fix at least (1) of the following: • Element has no title attribute • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element's default semantics were not overridden with role="none" or role="presentation"
2.4.2 Page Titled (Level A) Also applies to:	Supports	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 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 • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508		

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria 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)	Main Page (Login): Supports Main Menu: Supports Sidebar: Supports Search: Does Not Support Help: Supports Pop-up Notification: Does Not Support Queue Toggle: Supports Interactions/Conversations (Main View): Partially Supports Agent UI Handling: Supports Multi-Panels: Does Not Support Agent UI Panels - Interaction Context: Agent Assist: Partially Supports Agent UI Panels - Interaction Context: External Contact (Profile): Supports Agent UI Panels - Interaction Context: Customer Journey: Supports Agent UI Panels - Interaction Context: Canned	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-84 Impacted area(s): Search Drop-down element not within reach of search box (1) Locations: Drop-down search results below the search box (HTML: <code><div id="ember3905" class="ember-tether ember-view suggest-search-results-element suggest-search-results-enabled suggest-search-results-element-attached-top suggest-search-results-element-attached-right suggest-search-results-target-attached-top suggest-search-results-target-attached-right" style="top: 0px; position: absolute; transform: translateX(945px) translateY(45px) translateZ(0px); left: 0px;"> <div class="suggest-search-results"></code>) Issues: The div element that is shown in the location is at the end of the DOM. This means the drop-down search results below the search box is not in focus order. Those who use a keyboard for navigation must tab through all the elements and then tab into the drop-down search results "at the end of the page." Visually, the search results drop-down list "appears" to be a part of the search box, but under the hood, the drop-down search results appear to be "stand-alone." Experienced keyboard users (especially for those who use a screen reader, although not all

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Response: Supports Agent UI Panels - Interaction Context: ACW: Supports Agent UI Panels - Co-Browse v2: Partially Supports Callbacks: Supports Outbound Dialing: Supports After Contact Workflows: Supports Digital Interactions (Email): Supports Web Messenger/Messaging/SMS: Supports List View: Partially Supports Activity: Partially Supports Activity - Without WEM Addon: Partially Supports Directory - External Contacts: Supports Documents: Partially Supports Profile: Partially Supports Favorites: Supports UC Chat: Partially Supports UC Calls: Supports Inbox: Partially Supports Performance Workspace: Partially Supports Evaluations: Supports Survey Form: Partially Supports Outbound Campaigns: Partially	keyboard users use a screen reader) can work around this problem if they know how the DOM works, but not all of them do, so the div element needs to be below the search box. Impacted area(s): Pop-up Notification <i>Non-modal dialog not within reach for keyboard users (1)</i> Locations: Pop-up messages Issues: If the pop-up messages have any buttons, those who use a keyboard for navigation won't be able to access the buttons in the pop-up messages. The pop-up message is accessible from the beginning of the DOM (Document Object Model), so there needs to be a way to keyboard users to access the messages. Experienced keyboard users who have experience with working on HTML can probably navigate back to the beginning of the page and then navigate towards the pop-up notification. Plus, users who must rely on the keyboard for navigation won't be able to answer the call-in time. Note: It is decided that “does not support” applies to the pop-up notification when it comes to users being able to answer calls within a time limit. This is important for those who can only rely on keyboard for navigating the web application. Impacted area(s): Interactions/Conversations (Main View) <i>Focus not returned to original element when additional content is closed (2)</i> Locations: 1. Preferences button 2. Start a Conversation button

Criteria	Conformance Level	Remarks and Explanations
	Supports Workforce Management: Gamification: Supports Coaching and Learning: Supports Interaction Recording: Partially Supports Speech and Text Analytics: Supports Supervisor - Supervisor/Scheduler Tasks: Supports	Issues: When the popover for the Preferences or the dialog for the "Start a Conversation" dialog closes, the focus is not returned to the original buttons. <i>A disabled submit button is not a replacement for error messages. (3)</i> Locations: 1. Call button in "Make Call" tab 2. Email button in "Email" tab 3. Message button in "Send Message" tab Issues: A disabled submit button is confusing for screen reader users and does not tell users what is wrong even if user input is valid. Press a TAB key once on the keyboard and the focus will be sent somewhere outside a web application. Impacted area(s): Multi-Panels <i>Hidden interactive elements can be focusable (1)</i> Also applies to: WCAG 2.4.7 (AA) Locations: As long as the multi-contextual panel for the Conversations/Interactions are shown, there are focusable interactive elements for the Inbox panel even if the panel is not shown. Issues: Users who rely on keyboard for navigation can focus on the interactive elements such as buttons or tabs in the Inbox panel even though the multi-contextual interaction panels are currently shown. <i>Interactive elements do not remain in focus (2)</i> Locations: 1. Mute button 2. Hold button Issues: These functions do work in the non-contextual panel, but in the new contextual panel, the focus disappeared once the toggle buttons are pressed, which can confuse users.

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): Agent UI Panels - Interaction Context: Agent Assist <i>Interacting with toggle buttons causes change in context (2)</i> Also applies to: WCAG 4.1.2 (A) Locations: 1. Relevant button 2. Irrelevant Button Issues: When either the relevant or irrelevant button is pressed, the button that received the focus seems to have changed the tabindex attribute to -1 which can cause confusion for users who can see the screen but must rely on the keyboard for navigation. This can also silence the screen reader and not tell users who cannot see the screen that the relevant or irrelevant button is pressed. <i>Focus not returned back to the original interactive element (1)</i> Locations: Activating the back button does not return to the original link that was called when the new page is loaded in the Copilot panel Issues: Once a user selects a page to load and activates the back button to the previous page, the focus was not set to the link that was activated. This can cause problems for users who suffer from short-term memory issues. Impacted area(s): Agent UI Panels - Co-Browse v2 <i>Focus not returning to the original button when additional content is closed (2)</i> Locations: 1. Submit button in Request Navigation 2. Cancel button in Request Navigation

Criteria	Conformance Level	Remarks and Explanations
		Issues: When either of the buttons are pressed within the "Request Navigation" panel, the focus is not sent back to the "Request Navigation" button in the browser toolbar. Users who must rely on keyboard for navigation will need to rely on focus outline/highlight at all times. Impacted area(s): List View, Work Items <i>Focus not retained when column order is changed (1)</i> Locations: Move up/down buttons in "Selected Columns" section Issues: When a column order has changed by selecting any of the "move up/down" buttons and then the selection has been confirmed, the focus was moved somewhere around the "Available columns" section. As the focus must always appear, this can cause confusion for keyboard users who may have suffered from short-term memory disabilities. <i>Focus can escape outside the dialog (2)</i> Locations: 1. Filters dialog 2. Customize Columns dialog Issues: Any user who can use a keyboard for navigation but cannot use a mouse can press SHIFT+TAB to get outside the Filters dialog and focus in one of the elements that are not accessible by using the mouse. For example, while focusing in the "dismiss" or "close" button, press SHIFT+Tab and the focus is now in the current page number, but the focus is behind the Filters dialog. Press SHIFT+TAB again to get to the "per page" dropdown list and there is a focus outline around a collapsed dropdown list. Using the mouse, try to click in the "per page" dropdown list to expand and view the number of "per pages." The Filters dialog disappears.

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): Activity, Overview <i>Selecting tabs causes change of context (Overview) (1)</i> Locations: Tab interface starting with Overview Issues: Users can navigate the tabbed interface with the arrow keys, and press the Enter key to select a tab. This is fine. But when the user selects a tab, the focus outline disappears, and the focus moves somewhere else. Those who use a keyboard for navigation may find this disorienting. <i>Focus order not set to the new interactive element when context is changed (1)</i> Locations: Re-Arrange/Done Editing or Cancel button Issues: By entering into re-arranging mode, the focus does not stay with the "done editing" button (or should the focus be set to the cancel button?). Keyboard users who rely on them for navigation need to know where they are at all times. <i>Focus order does not change due to movable panels (Overview tab) (1)</i> Locations: Movable panels Issues: Let's say that the focus is in the "View Full Schedule" link within the "Today's Schedule" panel. The user wants to press the TAB key on the keyboard to get to the next panel. The expected behavior is to select the "View All Coaching Appointments" link in the "Coaching Appointments" panel that is to be focused; however, the actual behavior is to focus in the tab interfaces (Performance, 13 Week Trend, 4 Week Trend) in the Scorecard Summary panel. To solve this issue, users who can use a mouse will have to move the panels so it's in focus order from top to bottom, left to right. Of course, the focus order could change depending on the size of the web browser. Impacted area(s): Activity, Scorecard <i>Invisible element is focusable (1)</i>

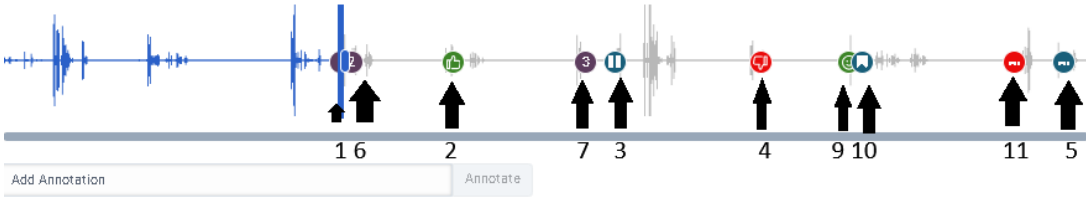
Criteria	Conformance Level	Remarks and Explanations
		Also applies to: WCAG 2.4.3 (A), 2.4.7 (AA) Locations: <code>document.activeElement: div.load-overlay.is-active</code> (what screen reader spoke: "Loading") Issues: That invisible(?) element shown in screenshot is focusable. Users who use a keyboard for navigation can focus within that element, but for those who use a screen magnifier, it's impossible to tell where the element is located. And for those who use a screen reader, screen readers will speak "Loading" when focused. What's loading? The scorecard? The scorecard has already been loaded! Impacted area(s): Activity, Schedule <i>Focus not returned back to the original element (1)</i> Locations: Pressing the "Keep" button in the "Cancel PTO" dialog does not return focus back to the Cancel button in the PTO details panel. Issues: As is mentioned in the "Location" section, those who can see a screen but can only use a keyboard for navigation needs to know where the focus indicator is at all times and here the focus is not set back to the Cancel button once the dialog is closed. <i>Screen changes not communicated to screen readers and focus change does not occur (1)</i> Also applies to: WCAG 4.1.3 (AA) Locations: "Edit Note" button in PTO Panel Issues: Screen readers do not know that there are new elements shown when "Edit Note" button is pressed. Those who rely on keyboard for navigation will have to press the TAB key to get to the textarea, add a note, and then navigate to the Update button to save the notes. To put it simply, by turning the screen off and using a screen reader, it can appear to users that the "Edit Note" button does nothing.

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): Activity - Without WEM Addon <i>Tooltip can be focused by using the keyboard (1)</i> Locations: "Acknowledge all activities" tooltip Issues: When pressing the TAB key to get to the end of the web page (DOM), the tooltip is focusable. If using a screen reader such as NVDA and the Visual highlighting is enabled in the Vision section of the NVDA settings, NVDA will show an outline where the "Acknowledge all activities" tooltip used to show when the "Acknowledge All Activities" button is focused and the tooltip shows up. This can fail 2.4.7 if the tooltip is permanently visible on the page at all times, but in the case where the tooltip is hidden until the button is focused, this fails 2.4.3 because the tooltip is in tab order. Impacted area(s): Profile <i>Focus not staying within the dialog (Preference) (1)</i> Locations: The Preference dialog Issues: By pressing the TAB key to navigate through the list of elements (checkboxes, buttons, combo boxes, etc.) and by getting to the end of the dialog, By pressing the TAB key, it is expected that the focus must stay within the dialog, but here, the focus can escape outside the dialog and into the main page behind the overlay such as "skip to content." This is especially a problem for screen readers as users would think the main web application is part of the dialog. <i>Focus not returned back to the caller of the element (Preference) (4)</i> Locations:

Criteria	Conformance Level	Remarks and Explanations
		1. Activating the close button should return back to the original button such as the "Out of Office" button. 2. The same goes for the close button not returning to the "WebRTC Settings" button. This is after the "Select Phone" option is selected. 3. Forward My Calls button 4. Preferences button Issues: There is a workaround for those who use a keyboard for navigation simply by pressing Shift+TAB to get to the "Out of Office" button; however, screen readers may not know that the close button actually closes the "Out of Office" page. This holds true for modal dialogs such as Preferences where activating the button to open the dialog should return to the original button once the dialog is closed. This impacts users with short-term memory disabilities. First element within the submenu is not immediately focused (Profile) (1) Locations: Sub-status submenu such as Meal Issues: When focusing on the status that contains a submenu, the first radio button (or toggle button as said by screen readers but visually looks like a radio button) is not focused. Screen readers did speak the sub-statuses but not every keyboard user uses a screen reader, so users who must rely on the keyboard for navigation will get confused when pressing the TAB key to get to the "Out of Office" button. Impacted area(s): UC Chat Focus can escape outside the modal dialog (1) Locations: "Start chatting" dialog Issues: As mentioned in the Missing keyboard support section, the "start a conversation" and "start chatting" dialog may look similar, but the behavior of focus order is different between the two dialogs. The "Start a Conversation" dialog is accessible from the get-go, but not for the "Start Chatting" dialog.

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): Inbox <i>No notification or focus change when a button is pressed (1)</i> Locations: Notes section of the voicemail (Edit button) Issues: Once the edit button is activated, the textarea appears along with the Save and Cancel buttons but no notification or focus change is given. The only workaround is to press the TAB key once and that should put keyboard users in the textarea for adding or editing notes. However, it is important to note that visually, when a button is pressed, it is doing something such as hiding the edit button and showing the textarea and two buttons, but by turning the screen off and only relying on the screen reader, pressing the Edit button does not appear to do anything at all. The same is true for the Save button, which is supposed to show the Edit button and focus in that button. Impacted area(s): Performance Workspace, General Table View <i>Interacting with an element can cause a change in context (General Table View) (1)</i> Locations: The blue circular button above the table Issues: After the tabindex attribute is added, when toggling the Filter dialog, everything is fine until the filter dialog is hidden, which then causes the focus to move over to the "Toggle Filter" (upside down triangle) button. This can cause confusion for those with short-term memory disability as users may not know where they once were before. <i>Busy indicator not communicated to screen readers and focus not returned to the sortable button (1)</i>

Criteria	Conformance Level	Remarks and Explanations
		Also applies to: WCAG 4.1.3 (A) Locations: The entire table Issues: When a user sorts the table by column, the entire table went into a "disabled" state indicating that the table is working in the background. Once the table is finished busy sorting the table by column, the focus is not returned to the button that performed the sort and there is no indication that the table has been sorted. Impacted area(s): Survey Form <i>Order change not spoken by screen readers (2)</i> Also applies to: WCAG 4.1.3 (AA) Locations: 1. Up button 2. Down button Issues: Once the buttons are pressed, screen readers cannot determine the new order of questions, and the focus does not stay with the up/down button. Impacted area(s): Outbound Campaigns <i>Focus not redirected to the modal dialog and back. (1)</i> Locations: Show/Hide Columns dialog Issues: When a modal dialog is shown, those who use a keyboard for navigation (even with and without screen readers) won't be able to access the dialog at all from a keyboard and must use a mouse. Impacted area(s): Interaction Recording

Criteria	Conformance Level	Remarks and Explanations
		Focus not in the correct tab order (1) Locations: Recording timeline Issues: The focus order is not in the correct tab order from left to right. This causes confusion for those who can only rely on keyboards for navigation.  The screenshot shows a horizontal timeline with various icons representing different recording sections. Below the icons, a sequence of numbers (1, 6, 2, 7, 3, 4, 9, 10, 11, 5) is displayed with arrows pointing to the corresponding icons, indicating the order in which focus is applied. This sequence is not in the correct left-to-right tab order. Impacted area(s): Interaction Recording, Timeline Focus not in the correct tab order (Timeline tab) (3) Locations: 1. Interact section 2. Dialog section 3. Contacting Section Issues: Those who can see the screen read the bar graph from left to right; however, the Interact section gets focused first before the Dialing section and Contacting section. The rest of the sections such as Hold, Interacting, and Wrap-Up appear to be in focus order.
2.4.4 Link Purpose (In Context) (Level A) Also applies to:	Main Page (Login): Supports Main Menu: Supports Sidebar: Supports	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-107

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Search: Supports Help: Partially Supports Pop-up Notification: Supports Queue Toggle: Not Applicable Interactions/Conversations (Main View): Partially Supports Agent UI Handling: Supports Multi-Panels: Supports Agent UI Panels - Interaction Context: Agent Assist: Supports Agent UI Panels - Interaction Context: External Contact (Profile): Supports Agent UI Panels - Interaction Context: Customer Journey: Supports Agent UI Panels - Interaction Context: Canned Response: Supports Agent UI Panels - Interaction Context: ACW: Supports Agent UI Panels - Co-Browse v2: Callbacks: Supports Outbound Dialing: Supports After Contact Workflows: Digital Interactions (Email): Supports Web Messenger/Messaging/SMS: Supports List View: Supports	Impacted area(s): Help Links must have discernable text (3) Also applies to: WCAG 4.1.2 (A) HTML: <code> <svg class="svg-icon"> <use xlink:href="#icon-question-with-screen"></use> </svg> </code> <code> <svg class="svg-icon"> <use xlink:href="#icon-magnifying-glass"></use> </svg> </code> <code> <svg class="svg-icon"> <use xlink:href="#icon-ellipsis-h"></use> </svg> </code> Issues: To solve this problem, fix at least (1) of the following: - Element does not have text that is visible to screen readers - aria-label attribute does not exist or is empty - aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty - Element has no title attribute And fix the following: Element is in tab order and does not have accessible text

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)	Activity: Supports Activity - Without WEM Addon: Supports Directory - External Contacts: Supports Documents: Supports Profile: Partially Supports Favorites: Supports UC Chat: Supports UC Calls: Supports Inbox: Supports Performance Workspace: Supports Evaluations: Supports Survey Form: Supports Outbound Campaigns: Supports Workforce Management: Partially Supports Gamification: Supports Coaching and Learning: Supports Interaction Recording: Supports Speech and Text Analytics: Supports Supervisor - Supervisor/Scheduler Tasks: Supports	Impacted area(s): Interactions/Conversations (Main View) Links must have discernable text (Start a Conversation, Make Call) (1) Also applies to: WCAG 4.1.2 (A) HTML: <gux-icon icon-name="edit" decorative="true" hydrated=""></gux-icon> Issues: To solve this problem, fix at least (1) of the following: • Element does not have text that is visible to screen readers • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute And fix the following: Element is in tab order and does not have accessible text Impacted area(s): Profile Links must have discernable text (Profile) (1) Also applies to: WCAG 4.1.2 (A) HTML: Issues: To solve this problem, fix at least (1) of the following:

Criteria	Conformance Level	Remarks and Explanations
		• Element does not have text that is visible to screen readers • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute And fix the following: Element is in tab order and does not have accessible text Impacted area(s): Workforce Management <i>Links must have discernable text (Intraday Monitoring) (1)</i> Also applies to: WCAG 4.1.2 (A) HTML: <code> &nbsp;<abbr class="select2-search-choice-close"></abbr> <b role="presentation"></code> Issues: To solve this problem, fix at least (1) of the following: • Element does not have text that is visible to screen readers • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute And fix the following: • Element is in tab order and does not have accessible text
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to:	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 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		
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
• 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 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		
<u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web)	Not Applicable	Not Applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
• 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		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>3.2.1 On Focus</u> (Level A) Also applies to: EN 301 549 Criteria	Supports	

Criteria	Conformance Level	Remarks and Explanations
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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software)	Supports	

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 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)	Main Page (Login): Supports All: Not Applicable	With the exception for the main login page, 3.3.1 is Not applicable for this criterion in all page types.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
4.1.1 Parsing (Level A) Applies to:	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 WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

Criteria	Conformance Level	Remarks and Explanations
WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 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)		

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 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) –	Main Page (Login): Supports Main Menu: Partially Supports Sidebar: Supports Search: Partially Supports Help: Partially Supports Pop-up Notification: Partially Supports Queue Toggle: Supports Interactions/Conversations (Main View): Partially Supports Agent UI Handling: Partially Supports Multi-Panels: Partially Supports Agent UI Panels - Interaction Context: Agent Assist: Partially Supports	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-87 Note: Most of the issues related to 1.3.1 (A) also apply to 4.1.2 and won't be repeated here. Most of the issues related to 4.1.2 alone deal with buttons that do not have accessible labels (<code><button><!-- Icon goes here --></button></code>) and nested interactive controls such as nesting buttons within buttons, links within links, text boxes within buttons, links within buttons, etc. Here is an example of nesting interactive controls that is not allowed: <pre><button type="button" id="myButton"> <label for="myTextBox">Type your name here.</label> <input type="text" id="myTextBox"> <button type="button" id="myButton2"> This is a link! </button> </button></pre>

Criteria	Conformance Level	Remarks and Explanations
Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Agent UI Panels - Interaction Context: External Contact (Profile): Supports Agent UI Panels - Interaction Context: Customer Journey: Supports Agent UI Panels - Interaction Context: Canned Response: Supports Agent UI Panels - Interaction Context: ACW: Partially Supports Agent UI Panels - Co-Browse v2: Partially Supports Callbacks: Supports Outbound Dialing: Supports After Contact Workflows: Supports Digital Interactions (Email): Partially Supports Web Messenger/Messaging/SMS: Partially Supports List View: Partially Supports Activity: Partially Supports Activity - Without WEM Addon: Supports Directory - External Contacts: Partially Supports Documents: Partially Supports Profile: Partially Supports Favorites: Partially Supports	This can cause confusion for users who rely on keyboard navigation. Impacted area(s): Help <i>Interactive controls must not be nested (8)</i> HTML: <code><div class="panel-heading" role="tab" id="heading_citem_9743-17cf"></code> <code><div class="panel-heading" role="tab" id="heading_citem_ff88-64b0"></code> <code><div class="panel-heading" role="tab" id="heading_citem_3056-85a2"> <h4 class="panel-title">Overview tab </h4> </div></code> <code><div class="panel-heading" role="tab" id="heading_citem_933a-dbb9"> <h4 class="panel-title">Insights tab </h4> </div></code> <code><div class="panel-heading" role="tab" id="heading_citem_8e0d-22ef"> <h4 class="panel-title"><a class="accordion-toggle collapsed" data-toggle="collapse" aria-controls="heading_citem_8e0d-22ef" data-</code>

Criteria	Conformance Level	Remarks and Explanations
	UC Chat: Partially Supports UC Calls: Partially Supports Inbox: Partially Supports Performance Workspace: Partially Supports Evaluations: Partially Supports Survey Form: Partially Supports Outbound Campaigns: Partially Supports Workforce Management: Partially Supports Gamification: Partially Supports Coaching and Learning: Partially Supports Interaction Recording: Partially Supports Speech and Text Analytics: Partially Supports Supervisor - Supervisor/Scheduler Tasks: Supports	<pre>parent="#collapse_0e49-156e" href="#citem_8e0d-22ef">Scorecard tab </h4> </div></pre> 6. <div class="panel-heading" role="tab" id="heading_citem_dd60-1703"> 7. <div class="panel-heading" role="tab" id="heading_citem_30b2-f7b7"> <h4 class="panel-title">Schedule tab </h4> </div> 8. <div class="panel-heading" role="tab" id="heading_citem_2278-52bd"> <h4 class="panel-title">Work Plan tab </h4> </div> Issues: To solve this problem, fix the following: • Element has focusable descendants Impacted area(s): Interactions/Conversations (Main View) Interactive controls must not be nested (1) HTML: <gux-button gux-title="Go On Queue" accent="secondary" role="button" class="onQueueButton" hydrated=""> Go On Queue </gux-button> Issues: To solve this problem, fix the following:

Criteria	Conformance Level	Remarks and Explanations
		- Element has focusable descendants Impacted area(s): Interactions/Conversations (Main View), UC Chat <i>Roles are not properly assigned to the HTML elements (3)</i> Locations: "Start a Conversation" dialog in section 4.2 Interactions/Conversations "Start a chat" dialog in section UC Chat "Search" dialog (opened by activating a search button) in section UC Chat Issues: These dialogs may look like dialogs, but do screen reader users know that they are in a dialog? If users cannot see the screen, the answer would be "no." Impacted area(s): Interactions/Conversations (Main View), Start a Conversation - Make Call <i>Elements must only use allowed ARIA attributes (1)</i> HTML: <code></code> Issues: aria-label attribute cannot be used on a span with no valid role attribute. Impacted area(s): Interactions/Conversations (Main View), Multi-Contextual Panels Enabled <i>Interactive controls must not be nested (1)</i>

Criteria	Conformance Level	Remarks and Explanations
		HTML: <pre><gux-button id="interaction-main-stage-hide-button" role="button" accent="ghost" gux-title="Hide" aria-label="Hide" aria- describedby="gux-tooltip-jq22brcnqj" hydrated=""></pre> Issues: To solve this problem, fix the following: • Element has focusable descendants Impacted area(s): Agent UI Handling <i>Buttons must have discernable text (17)</i> HTML: 1. <pre><button type="button" class="copy-action-button" aria-describedby="gux-tooltip-lb1qjgptxo"></pre> 2. <pre><button type="button" class="gux- ghost"><slot></slot></button></pre> 3. <pre><button class="app-button ghost-secondary action- btn app-settings" aria-pressed="false" id="app- settings-29064295-7dc7-4121-bbad-e09bedcf7483" aria-describedby="gux-tooltip-8zkligc5id"><gux-icon icon-name="menu-kebab-vertical" decorative="true" hydrated=""></gux-icon></button></pre> 4. <pre><button class="app-button ghost-secondary action- btn close" id="app-close-29064295-7dc7-4121-bbad- e09bedcf7483" aria-describedby="gux-tooltip- v3cfyyz8yj"><gux-icon icon-name="close" decorative="true" hydrated=""></gux-icon></button></pre> 5. <pre><button class="app-button ghost-secondary action- btn app-settings" aria-pressed="false" id="app- settings-87fafa96-5442-40d2-a315-5ca5a416d0e4" aria-describedby="gux-tooltip-enlrlf9k0k"><gux-icon</pre>

Criteria	Conformance Level	Remarks and Explanations
		icon-name="menu-kebab-vertical" decorative="true" hydrated=""></gux-icon></button> 6. <button class="app-button ghost-secondary action-btn close" id="app-close-87fafa96-5442-40d2-a315-5ca5a416d0e4" aria-describedby="gux-tooltip-slpvilxzsn"><gux-icon icon-name="close" decorative="true" hydrated=""></gux-icon></button> 7. <button class="app-button ghost-secondary action-btn app-settings" aria-pressed="false" id="app-settings-0cd8f200-e12f-4ffd-a0ff-92dc213fb990" aria-describedby="gux-tooltip-tzue22pvxz"><gux-icon icon-name="menu-kebab-vertical" decorative="true" hydrated=""></gux-icon></button> 8. <button class="app-button ghost-secondary action-btn close" id="app-close-0cd8f200-e12f-4ffd-a0ff-92dc213fb990" aria-describedby="gux-tooltip-e0vybarilm"><gux-icon icon-name="close" decorative="true" hydrated=""></gux-icon></button> 9. <button class="app-button ghost-secondary action-btn app-settings" aria-pressed="false" id="app-settings-9d3e6f1d-771f-4958-9157-0f9c30b00829" aria-describedby="gux-tooltip-pips2x5991"><gux-icon icon-name="menu-kebab-vertical" decorative="true" hydrated=""></gux-icon></button> 10. <button class="app-button ghost-secondary action-btn close" id="app-close-9d3e6f1d-771f-4958-9157-0f9c30b00829" aria-describedby="gux-tooltip-74fx5eycd6"><gux-icon icon-name="close" decorative="true" hydrated=""></gux-icon></button> 11. <button class="app-button ghost-secondary action-btn app-settings" aria-pressed="false" id="app-settings-382640db-75ac-4340-9f04-41f2f4ee1278" aria-describedby="gux-tooltip-

Criteria	Conformance Level	Remarks and Explanations
		<pre>tsnb5uesps"><gux-icon icon-name="menu-kebab-vertical" decorative="true" hydrated=""></gux-icon></button></pre> 12. <pre><button class="app-button ghost-secondary action-btn close" id="app-close-382640db-75ac-4340-9f04-41f2f4ee1278" aria-describedby="gux-tooltip-ar3rw7orve"><gux-icon icon-name="close" decorative="true" hydrated=""></gux-icon></button></pre> 13. <pre><button class="app-button ghost-secondary grip-btn" data-sortable-drag-handle="true" tabindex="0" data-rt-pos-x="0" data-rt-pos-y="0"><gux-icon icon-name="grab-vertical" decorative="true" hydrated=""></gux-icon></button></pre> 14. <pre><button class="app-button ghost-secondary grip-btn" data-sortable-drag-handle="true" tabindex="-1" data-rt-pos-x="0" data-rt-pos-y="1"><gux-icon icon-name="grab-vertical" decorative="true" hydrated=""></gux-icon></button></pre> 15. <pre><button class="app-button ghost-secondary grip-btn" data-sortable-drag-handle="true" tabindex="-1" data-rt-pos-x="0" data-rt-pos-y="2"><gux-icon icon-name="grab-vertical" decorative="true" hydrated=""></gux-icon></button></pre> 16. <pre><button class="app-button ghost-secondary grip-btn" data-sortable-drag-handle="true" tabindex="-1" data-rt-pos-x="0" data-rt-pos-y="3"><gux-icon icon-name="grab-vertical" decorative="true" hydrated=""></gux-icon></button></pre> 17. <pre><button class="app-button ghost-secondary grip-btn" data-sortable-drag-handle="true" tabindex="-1" data-rt-pos-x="0" data-rt-pos-y="4"><gux-icon icon-name="grab-vertical" decorative="true" hydrated=""></gux-icon></button></pre>

Criteria	Conformance Level	Remarks and Explanations
		Issues: To solve this problem, fix at least (1) of the following: • Element does not have inner text that is visible to screen readers • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Interactive controls must not be nested (1) HTML: <code><div tabindex="0" role="button" class="participant-container clickable is-active</code> <code>" data-ember-action="" data-ember-action-5298="5298"></code> Issues: To solve this problem, fix the following: • Element has focusable descendants Impacted area(s): Multi-Panels Interactive controls must not be nested (6) HTML: 1. <code><gux-button id="interaction-header-hide-button" role="button" accent="ghost" aria-label="Hide" aria-describedby="gux-tooltip-qa0bri5h35" hydrated=""></code> <code><gux-icon decorative="true" icon-name="chevron-left" hydrated=""></gux-icon></code> <code></gux-button></code>

Criteria	Conformance Level	Remarks and Explanations
		2. <li class="sortable-item app-wrapper-item small legacy " data-group-id="0c918267-072a-45cc-bbae-9a98db5a5d29:call:contextual" data-app-def-id="0c918267-072a-45cc-bbae-9a98db5a5d29&call&external-contact-acd-profile-panel&builtInExternalContactsInterapptionsProvider" data-app-display-name="Profile" data-sortable-drag-handle="true" role="button" tabindex="0" aria-disabled="false" aria-roledescription="sortable" aria-describedby="DndDescribedBy-0" style="z-index: unset; transition: transform linear;"> 3. <li class="sortable-item app-wrapper-item small legacy " data-group-id="0c918267-072a-45cc-bbae-9a98db5a5d29:call:contextual" data-app-def-id="0c918267-072a-45cc-bbae-9a98db5a5d29&call&responses&native" data-app-display-name="Canned Responses" data-sortable-drag-handle="true" role="button" tabindex="0" aria-disabled="false" aria-roledescription="sortable" aria-describedby="DndDescribedBy-0" style="z-index: unset; transition: transform linear;"> 4. <li class="sortable-item app-wrapper-item small legacy " data-group-id="0c918267-072a-45cc-bbae-9a98db5a5d29:call:contextual" data-app-def-id="0c918267-072a-45cc-bbae-9a98db5a5d29&call&notes&native" data-app-display-name="Notes" data-sortable-drag-handle="true" role="button" tabindex="0" aria-disabled="false" aria-roledescription="sortable" aria-describedby="DndDescribedBy-0" style="z-index: unset; transition: transform linear;">

Criteria	Conformance Level	Remarks and Explanations
		5. <code><li class="sortable-item app-wrapper-item small legacy " data-group-id="0c918267-072a-45cc-bbae-9a98db5a5d29:call:contextual" data-app-def-id="0c918267-072a-45cc-bbae-9a98db5a5d29&call&scheduleCallback&nati ve" data-app-display-name="Schedule a callback" data-sortable-drag-handle="true" role="button" tabindex="0" aria-disabled="false" aria-roledescription="sortable" aria-describedby="DndDescribedBy-0" style="z-index: unset; transition: transform linear;"></code> 6. <code><li class="sortable-item app-wrapper-item small legacy " data-group-id="0c918267-072a-45cc-bbae-9a98db5a5d29:call:contextual" data-app-def-id="0c918267-072a-45cc-bbae-9a98db5a5d29&call&wrapup&native" data-app-display-name="Wrap-up Codes" data-sortable-drag-handle="true" role="button" tabindex="0" aria-disabled="false" aria-roledescription="sortable" aria-describedby="DndDescribedBy-0" style="z-index: unset;"></code> Issues: To solve this problem, fix the following: • Element has focusable descendants Screen readers can repeat message a couple of times or in infinite loop (2) Also applies to: WCAG 4.1.3 (AA) Locations: 1. Switching between old and new panels 2. Copy button that copies the interaction URL to clipboard

Criteria	Conformance Level	Remarks and Explanations
		Issues: During manual testing, screen readers can speak multiple times when switching between panels or when speaking infinitely until users interact with different elements or presses the Control key to silence the screen reader. <i>Inaccurate accessible label for interactive elements (1)</i> Locations: Hide button in contextual multi-panel Issues: When the Interaction details panel is expanded, screen readers will say "expand expand not pressed" and "collapse collapse not pressed" when hidden. This can lead to confusion for those who cannot see the screen. Impacted area(s): Agent UI Panels - Co-Browse v2 <i>Buttons must have discernable text (1)</i> HTML: <code><button type="button" class="gux-secondary"><slot></slot></button></code> Issues: To solve this problem, fix at least (1) of the following: • Element does not have inner text that is visible to screen readers • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Digital Interactions (Email) <i>ARIA commands must have an accessible name (New Contextual Panels) (1)</i>

Criteria	Conformance Level	Remarks and Explanations
		HTML: <code><div class="app-view-stack-wrappers legacy" role="button" tabindex="0"><div class="app-view-stack-instance-wrapper legacy" data-group-id="d879f678-0a5e-4040-bcf4-2f3675e7e7c2:email:conversation" data-app-display-name="Email"><slot name="c355dff6-d4c0-4fbf-adcf-387f011ae8d1"></slot></div></div></code> Issues: To solve this problem, fix at least (1) of the following: • Element does not have text that is visible to screen readers • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute Interactive controls must not be nested (2) HTML: 1. <code><gux-button id="interaction-header-hide-button" role="button" accent="ghost" aria-label="Hide" aria-describedby="gux-tooltip-0o5mg526ta" hydrated=""> <gux-icon decorative="true" icon-name="chevron-left" hydrated=""></gux-icon> </gux-button></code> 2. <code><li class="sortable-item app-wrapper-item small legacy " data-group-id="d879f678-0a5e-4040-bcf4-2f3675e7e7c2:email:contextual" data-app-def-id="d879f678-0a5e-4040-bcf4-2f3675e7e7c2&email&responses&native" data-app-display-name="Canned Responses" data-sortable-drag-handle="true" role="button" tabindex="0" aria-disabled="false" aria-roledescription="sortable" aria-</code>

Criteria	Conformance Level	Remarks and Explanations
		describedby="DndDescribedBy-0" style="z-index: unset; transition: transform linear;"> Issues: To solve this problem, fix the following: • Element has focusable descendants <i>User-created table cell not spoken when using TAB/Shift+TAB key (1)</i> Locations: User-created table containing table cells Issues: Users who rely on the keyboard for navigation can use the arrow keys without any issues; however, when it comes to using a TAB and Shift+TAB key on keyboard, there seems to be no way for screen readers to interpret what is going on when editing using a rich text editor. If a user is at the end of the table column and at the end of the row, pressing the TAB key creates a new row, but does not let screen readers know that a new row is created. <i>Inaccurate accessible labels (1)</i> Locations: "T x" (Clear formatting) button Issues: What is "T x?" There is a tooltip that mentions "Clear formatting," but only users who use a screen reader and cannot see the screen gets heard a "T x" for a button. Impacted area(s): Web Messenger/Messaging/SMS <i>ARIA commands must have an accessible name (1)</i> HTML: <div class="app-view-stack-wrappers legacy" role="button" tabindex="0"><div class="app-view-stack-instance-wrapper legacy" data-group-id="da2e6b96-4daa-46cb-bc7d-7c93c195e095:message:conversation" data-app-display-name="Message"><slot name="bd7081a2-38c6-430a-b15b-5c26157f95c9"></slot></div></div> Issues: To solve this problem, fix at least (1) of the following:

Criteria	Conformance Level	Remarks and Explanations
		- Element does not have text that is visible to screen readers - aria-label attribute does not exist or is empty - aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty - Element has no title attribute Impacted area(s): List View, Parked Conversations Buttons must have discernable text (1) HTML: <code><button type="button" class="gux-secondary gux-icon-only"><slot></slot></button></code> Issues: To solve this problem, fix at least (1) of the following: - Element does not have inner text that is visible to screen readers - aria-label attribute does not exist or is empty - aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty - Element has no title attribute - Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Profile, Preference Elements must only use allowed ARIA attributes (8) HTML: <code><li aria-selected="true" class="active notifications"> Notifications</code>

Criteria	Conformance Level	Remarks and Explanations
		<pre> 2. <li aria-selected="false" class=" chat"> Chat 3. <li aria-selected="false" class=" password"> Password 4. <li aria-selected="false" class=" pin"> Voicemail PIN 5. <li aria-selected="false" class=" language"> Language 6. <li aria-selected="false" class=" sound"> Sound </pre>

Criteria	Conformance Level	Remarks and Explanations
		7. <li aria-selected="false" class=" video"> <a ><br="" data-ember-action="" data-ember-action-5380="5380" href="#"> Video 8. <li aria-selected="false" class=" direct_routing"> <a ><br="" data-ember-action="" data-ember-action-5382="5382" href="#"> Direct Routing Issues: • ARIA attribute is not allowed: aria-selected="true" • ARIA attribute is not allowed: aria-selected="false" • ARIA attribute is not allowed: aria-selected="false" • ARIA attribute is not allowed: aria-selected="false" • ARIA attribute is not allowed: aria-selected="false" • ARIA attribute is not allowed: aria-selected="false" • ARIA attribute is not allowed: aria-selected="false" • ARIA attribute is not allowed: aria-selected="false" Impacted area(s): Profile, Preferences – Sound <i>ARIA input fields must have an accessible name (5)</i> HTML: 1. <div class="slider-handle min-slider-handle round" role="slider" aria-valuemin="10" aria-valuemax="100" aria-valuenow="100" tabindex="0" style="left: 100%; "></div>

Criteria	Conformance Level	Remarks and Explanations
		2. <code><div class="slider-handle min-slider-handle round" role="slider" aria-valuemin="0" aria-valuemax="100" aria-valuenow="100" tabindex="0" style="left: 100%;"></div></code> 3. <code><div class="slider-handle min-slider-handle round" role="slider" aria-valuemin="0" aria-valuemax="100" aria-valuenow="100" tabindex="0" style="left: 100%;"></div></code> 4. <code><div class="slider-handle min-slider-handle round" role="slider" aria-valuemin="10" aria-valuemax="100" aria-valuenow="100" tabindex="0" style="left: 100%;"></div></code> 5. <code><div class="slider-handle min-slider-handle round" role="slider" aria-valuemin="0" aria-valuemax="100" aria-valuenow="100" tabindex="0" style="left: 100%;"></div></code> Issues: To solve this problem, fix at least (1) of the following: • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute Impacted area(s): Profile, Preferences – Video <i>Interactive controls must not be nested (4)</i> HTML: 1. <code><div id="video-pref-mic" tabindex="0" role="button" class="video-preferences-container"> <label for="video-pref-mic">Mute my mic when joining</label> <gux-toggle checked-label="On" unchecked-</code>

Criteria	Conformance Level	Remarks and Explanations
		label="Off" label-position="left" class="" hydrated=""></gux-toggle> </div> 2. <div id="video-pref-camera" tabindex="0" role="button" class="video-preferences-container"> <label for="video-pref-camera">Disable my camera when joining</label> <gux-toggle checked-label="On" unchecked-label="Off" label-position="left" class="" hydrated=""></gux-toggle> </div> 3. <div id="video-pref-prejoin" tabindex="0" role="button" class="video-preferences-container"> <label for="video-pref-prejoin">Join conference automatically</label> <gux-toggle checked-label="On" unchecked-label="Off" label-position="left" class="" hydrated=""></gux-toggle> </div> 4. <div id="video-pref-popout" tabindex="0" role="button" class="video-preferences-container"> Issues: To solve this problem, fix the following: • Element has focusable descendants Impacted area(s): Favorites <i>Interactive controls must not be nested (1)</i> HTML: <li tabindex="0" role="button" class="" data-ember-action="" data-ember-action-14736="14736"> Issues: To solve this problem, fix the following: • Element has focusable descendants

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): UC Calls, Dialpad Missing ARIA attributes (1) Also applies to: WCAG 4.1.2 (A) Locations: Tab interface in "Enter number or contact name" text box Issues: There are lack of roles that are necessary to let screen reader users know that these are tabs and that it's part of the tabbed interface. Plus, screen readers do not speak visuals. Users who cannot see the screen won't know which tab is selected. Impacted area(s): Inbox Buttons must have discernable text (1) HTML: <code><button type="button" class="btn btn-link play-toggle" data-ember-action="" data-ember-action-5440="5440"></code> <code><i class="pc pc-play"></i></code> <code></button></code> Issues: To solve this problem, fix at least (1) of the following: • Element does not have inner text that is visible to screen readers • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Interactive controls must not be nested (1)

Criteria	Conformance Level	Remarks and Explanations
		HTML: <div tabindex="0" role="button" class="right"> Issues: To solve this problem, fix the following: - Element has focusable descendants Impacted area(s): Performance Workspace <i>Certain ARIA roles must be contained by particular parents (General Table View) (1)</i> HTML: <div class="dt-row entity-id-784f2655-1921-4045-8076-ca016cc1b4c6" role="row" tabindex="-1" data-ember-action="" data-ember-action-2357="2357"> Issues: Required ARIA parents role not present: grid, rowgroup, table, treegrid <i>ARIA attributes must conform to valid values (1)</i> HTML: <button class="gux-tab-button" type="button" role="tab" aria-selected="true" aria-disabled="false" aria-controls="gux-9e9111f1-3f66-4811-894e-a708ac1e5531-panel" tabindex="0" id="gux-9e9111f1-3f66-4811-894e-a708ac1e5531-tab"> Issues: Invalid ARIA attribute value: aria-controls="gux-9e9111f1-3f66-4811-894e-a708ac1e5531-panel" <i>Interactive controls must not be nested (1)</i> HTML: <div tabindex="0" role="button" class="right"> Issues: To solve this problem, fix the following: - Element has focusable descendants Impacted area(s): Performance Workspace, General Table View

Criteria	Conformance Level	Remarks and Explanations
		<i>Form elements speak generic labels (1)</i> Locations: Each checkbox with an <code>aria-label</code> attribute titled "Select Row" below the main table heading Issues: How do screen reader users know which row they are in once the table has the proper structure? The "select row" labels are all generic and without a proper table structure, screen reader users won't be able to get the feel of the table structure, and this is already covered in the issue that talks about "it looks like a table, but it's not a table at all." <i>Screen readers only read the element's label and not the value (General Table View) (1)</i> Locations: "Change Selected Date" button Issues: Screen readers spoke the name of the button, the role (in this case, a "button"), but not the value. The use of <code>aria-label</code> overrides the "value" that is in the button. Impacted area(s): Workforce Management, Intraday Monitoring <i>Buttons must have discernable text (4)</i> HTML: <code><button class="barButton KoControls" type="button" data-inintest="settingsButton" data-bind="click: showOptions, koTooltip: { key: 'wfm.generic.displayOptions' }, wfmClickOnEnter: showOptions, saveElementToFocusBack: true" tabindex="0"></code> <code><button id="refreshButtonIntradayMonitoring" class="barButton KoControls" type="button" data-inintest="refreshButton" data-bind="click: refresh, css: { disabled: isIntradayDataLoading },</code>

Criteria	Conformance Level	Remarks and Explanations
		<pre> koTooltip: { key: 'wfm.generic.refresh' }, visible: showRefreshButton, wfmClickOnEnter: refresh, saveElementToFocusBack: true" tabindex="0" style=""> 3. <button type="button" class="wfmButton previous" data-bind=" click: prevClick, clickBubble: false, event: { keydown: prevKeyDown }, attr: { 'aria-disabled': !canMovePrevious(), 'aria-label': ko.il18n.renderString(ko.unwrap(ariaLabelPrevious)) }, css: { disabled: !canMovePrevious() }" aria- label=""> 4. <button type="button" class="wfmButton next" data- bind=" click: nextClick, clickBubble: false, event: { keydown: nextKeyDown }, attr: { 'aria-disabled': !canMoveNext(), 'aria-label': ko.il18n.renderString(ko.unwrap(ariaLabelNext)) }, css: { disabled: !canMoveNext() }" aria-label=""> Issues: To solve this problem, fix at least (1) of the following: • Element does not have inner text that is visible to screen readers • aria-label attribute does not exist or is empty • aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute </pre>

Criteria	Conformance Level	Remarks and Explanations
		- Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Workforce Management, Real-Time Adherence <i>Buttons must have discernable text (2)</i> HTML: <code><button class="prev-next previous-action" data-bind="click: prevPageClick, disable: pageNumber() == 1" disabled=""> <i class="fa fa-chevron-left"></i> </button></code> <code><button class="prev-next next-action" data-bind="click: nextPageClick, disable: hasPageCount() & & pageNumber() == pageCount()> " disabled=""> <i class="fa fa-chevron-right"></i> </button></code> Issues: To solve this problem, fix at least (1) of the following: - Element does not have inner text that is visible to screen readers <code>aria-label</code> attribute does not exist or is empty <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty - Element has no title attribute - Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code>

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): Workforce Management, Historical Adherence Buttons must have discernable text (Historical Adherence) (1) HTML: <code><button type="button" class="gux-secondary"><slot></slot></button></code> Issues: To solve this problem, fix at least (1) of the following: • Element does not have inner text that is visible to screen readers • <code>aria-label</code> attribute does not exist or is empty • <code>aria-labelledby</code> attribute does not exist, references elements that do not exist or references elements that are empty • Element has no title attribute • Element's default semantics were not overridden with <code>role="none"</code> or <code>role="presentation"</code> Impacted area(s): Workforce Management, Planning Groups Buttons must have discernable text (Planning Groups) (1) HTML: <code><button type="button" id="refresh-planning-group" class="barButton KoControls" data-inintest="refresh-planning-group" data-bind="click: forceReload, wfmClickOnEnter: forceReload, koTooltip:{ key: 'wfm.generic.refresh', delay: true }, visible: showRefreshButton" tabindex="0" style=""></code> Issues: To solve this problem, fix at least (1) of the following: • Element does not have inner text that is visible to screen readers • <code>aria-label</code> attribute does not exist or is empty

Criteria	Conformance Level	Remarks and Explanations
		- aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty - Element has no title attribute - Element's default semantics were not overridden with role="none" or role="presentation" Impacted area(s): Workforce Management, Real-Time Adherence, WFM Configuration, Planning Groups – Add, Agents tab, Workplans, Short- and Long-Term Forecasts (Forecasts), Schedules <i>Buttons must have accessible labels (2)</i> Locations: - Filter buttons in every column - Vertical ellipsis button Issues: - Filter buttons within each column in the <table> are spoken as clickable and because of that, these buttons do not have a role and do not have labels for each column. - The menu button has no label. Impacted area(s): Gamification, Details tab in selected Gamification Profile <i>New changes not spoken to screen readers after an interactive element is activated (3)</i> Locations: - Remove Interval button + Add Interval link - Discard Changes button

Criteria	Conformance Level	Remarks and Explanations
		Issues: When each of the buttons have been activated, changes are not communicated to screen reader users regarding what happened to the web application. Visually, the changes did occur, but screen readers cannot "see the screen." Screen readers can only rely on HTML to communicate directly to users who cannot see the screen. Impacted area(s): Interaction Recording ARIA attributes must conform to valid values (1) HTML: <code><button class="gux-tab-button" type="button" role="tab" aria-selected="true" aria-disabled="false" aria-controls="gux-b6c30a59-41de-41c8-9def-e4f106ee44ac-panel" tabindex="0" id="gux-b6c30a59-41de-41c8-9def-e4f106ee44ac-tab"></code> Issues: Invalid ARIA attribute value: aria-controls="gux-b6c30a59-41de-41c8-9def-e4f106ee44ac-panel" Impacted area(s): Interaction Recording, Timeline Popovers contain information not spoken by screen readers (Timeline) (1) Locations: All sections within the bar graph in the timeline tab Issues: The popovers above the bar graphs contain information such as start and end time along with duration and direction that are not spoken by screen readers. Screen readers do not know how to read information that is in the popovers/tooltips.

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 • 9.1.2.4 (Web) • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion
<u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Supports	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
• 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) Revised Section 508 – Does not apply		
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 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 508 501 (Web)(Software)	Main Page (Login): Partially Supports Main Menu: Supports Sidebar: Not Applicable Search: Partially Supports Help: Supports Pop-up Notification: Supports Queue Toggle: Not Applicable Interactions/Conversations (Main View): Supports Agent UI Handling: Partially Supports Multi-Panels: Supports Agent UI Panels - Interaction Context: Agent Assist: Partially Supports Agent UI Panels - Interaction Context: External Contact (Profile): Supports Agent UI Panels - Interaction Context: Customer Journey: Supports Agent UI Panels - Interaction Context: Canned Response: Supports Agent UI Panels - Interaction Context: ACW: Supports Agent UI Panels - Co-Browse	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-88 Note: Any page types marked as “not applicable” are not applicable for this criterion. Impacted area(s): Main Page (Login) <i>Elements must meet minimum color contrast ratio thresholds (4)</i> HTML: 1. <code>Terms</code> 2. <code>Privacy</code>

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)	v2: Supports Callbacks: Supports Outbound Dialing: Supports After Contact Workflows: Supports Digital Interactions (Email): Supports Web Messenger/Messaging/SMS: Supports List View: Partially Supports Activity: Partially Supports Activity - Without WEM Addon: Supports Directory - External Contacts: Supports Documents: Partially Supports Profile: Supports Favorites: Supports UC Chat: Supports UC Calls: Supports Inbox: Supports Performance Workspace: Partially Supports Evaluations: Supports Survey Form: Supports Outbound Campaigns: Supports Workforce Management: Partially Supports Gamification: Partially Supports Coaching and Learning: Partially Supports Interaction Recording: Supports Speech and Text Analytics: Supports	<pre> 3. Help 4. <select tabindex="0" id="languages" class="form-control x-select ember-view"> </pre> Issues: - Element has insufficient color contrast of 2.36 (foreground color: #a7a7a7, background color: #fdfdfd, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 - Element has insufficient color contrast of 2.36 (foreground color: #a7a7a7, background color: #fdfdfd, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 - Element has insufficient color contrast of 2.36 (foreground color: #a7a7a7, background color: #fdfdfd, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 - Element has insufficient color contrast of 2.4 (foreground color: #a7a7a7, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 Impacted area(s): Search Elements must meet minimum color contrast ratio thresholds (2) HTML: <pre> 1. (City and State goes here.) 2. Available </pre> Issues:

Criteria	Conformance Level	Remarks and Explanations
	Supervisor - Supervisor/Scheduler Tasks: Partially Supports	- Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 - Element has insufficient color contrast of 2.69 (foreground color: #5fb11b, background color: #ffffff, font size: 9.0pt (12px), font weight: bold). Expected contrast ratio of 4.5:1 Impacted area(s): Agent UI Handling, Multi-Panels <i>Elements must meet minimum color contrast ratio thresholds (5)</i> HTML: <code>After Call Work (Optional)</code> <code>Time zone (optional)</code> <code>After Call Work</code> <code><div class="wrapup-required-text">Wrap-up code is set</div></code> <code>Default Wrap-up Code</code> Issues: - Element has insufficient color contrast of 1.98 (foreground color: #b8b8b8, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1

Criteria	Conformance Level	Remarks and Explanations
		• Element has insufficient color contrast of 2.72 (foreground color: #999999, background color: #f9fafb, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 1.98 (foreground color: #b8b8b8, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 1.83 (foreground color: #b8b8b8, background color: #f6f6f6, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 4.14 (foreground color: #777777, background color: #f6f6f6, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 Impacted area(s): List View, Work Items <i>Elements must meet minimum color contrast ratio thresholds (1)</i> HTML: Issues: Element has insufficient color contrast of 4.27 (foreground color: #6b7585, background color: #f3f5fb, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 Impacted area(s): Activity, Insights <i>Elements must meet minimum color contrast ratio thresholds (2)</i> HTML: 1. <div class="points subhead-2 top">100</div> 2. <div class="points subhead-2 bottom">200</div> Issues:

Criteria	Conformance Level	Remarks and Explanations
		- Element has insufficient color contrast of 2.9 (foreground color: #8a97ad, background color: #fdfdfd, font size: 11.3pt (15px), font weight: normal). Expected contrast ratio of 4.5:1 - Element has insufficient color contrast of 2.9 (foreground color: #8a97ad, background color: #fdfdfd, font size: 11.3pt (15px), font weight: normal). Expected contrast ratio of 4.5:1 Impacted area(s): Activity, Schedule <i>Elements must meet minimum color contrast ratio thresholds (Schedule) (6)</i> HTML: <code><div class="duration" data-inintest="tor-duration">0m</div></code> <code><div data-v-727039f1="" class="timeoffrequest-status approved" data-inintest="torStatus-label">Approved</div></code> <code><div data-v-727039f1="" class="timeoffrequest-status pending" data-inintest="torStatus-label">Pending</div></code> <code><div data-v-63f0445d="" class="day-time">Thu</div></code> <code><div data-v-63f0445d="" class="day-time">Sat</div></code> <code><div class="submitted-on light-text-message center" data-inintest="submittedOn">Submitted 11/12/2024</div></code> Issues:

Criteria	Conformance Level	Remarks and Explanations
		• Element has insufficient color contrast of 3.84 (foreground color: #77828f, background color: #fdfdfd, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 1.74 (foreground color: #fdfdfd, background color: #a1d318, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 1.69 (foreground color: #fdfdfd, background color: #fabb00, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 3.84 (foreground color: #77828f, background color: #fdfdfd, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 3.84 (foreground color: #77828f, background color: #fdfdfd, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 3.84 (foreground color: #77828f, background color: #fdfdfd, font size: 12.0pt (16px), font weight: normal). Expected contrast ratio of 4.5:1 Impacted area(s): Documents <i>Elements must meet minimum color contrast ratio thresholds (1)</i> HTML: <code>You have not uploaded any documents yet.</code> Issues: Element has insufficient color contrast of 1.62 (foreground color: #c3cad4, background color: #fdfdfd, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): Performance Workspace, General Table View <i>Elements must meet minimum color contrast ratio thresholds (2)</i> HTML: <code>16</code> <code> Filters </code> Issues: - Element has insufficient color contrast of 2.24 (foreground color: #75a8ff, background color: #f8f8f8, font size: 11.5pt (15.4px), font weight: normal). Expected contrast ratio of 4.5:1 - Element has insufficient color contrast of 3.84 (foreground color: #fddfd, background color: #77828f, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 Impacted area(s): Workforce Management, Intraday Monitoring <i>Elements must meet minimum color contrast ratio thresholds (Intraday Monitoring) (1)</i> HTML: <code><div>No data found because there is no published schedule or schedule is still being processed for the date selected.</div></code> Issues: Element has insufficient color contrast of 2.37 (foreground color: #9baab8, background color: #ffffff, font size: 13.5pt (18px), font weight: normal). Expected contrast ratio of 4.5:1

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): Gamification, Gamification Profiles - Add <i>Elements must meet minimum color contrast ratio thresholds (2)</i> HTML: 1. <code>Metrics</code> 2. <code>Members (0)</code> Issues: • Element has insufficient color contrast of 1.91 (foreground color: #a3a8b0, background color: #e2e6ee, font size: 9.0pt (12px), font weight: bold). Expected contrast ratio of 4.5:1 • Element has insufficient color contrast of 1.91 (foreground color: #a3a8b0, background color: #e2e6ee, font size: 9.0pt (12px), font weight: bold). Expected contrast ratio of 4.5:1 Impacted area(s): Coaching and Learning, New Module - Content <i>Elements must meet minimum color contrast ratio thresholds (1)</i> HTML: <code><p data-v-a49d917c="" tabindex="0" class="rich-text-placeholder"> No content. Click edit button to add rich text. </p></code> Issues: Element has insufficient color contrast of 2.19 (foreground color: #a9a9a9, background color: #f6f7f9, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1 Impacted area(s): Supervisor - Supervisor/Scheduler Tasks

Criteria	Conformance Level	Remarks and Explanations
		Elements must meet minimum color contrast ratio thresholds (4) HTML: <code></code> Score Evaluation from November 8, 2024 <code></code> <code><div class="grey-label"></code> <code><!--> AGENT: (Insert name here.)</code> <code><!--> </div></code> <code><div class="ib-details"></code> Your time-off request for the selected date(s) of 11/21-11/23 has been approved. <code></div></code> <code><div class="ib-time col-sm-4"></code> a minute ago <code></div></code> Issues: - Element has insufficient color contrast of 3.11 (foreground color: #ff5a20, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 - Element has insufficient color contrast of 3.9 (foreground color: #77828f, background color: #ffffff, font size: 7.5pt (10px), font weight: normal). Expected contrast ratio of 4.5:1 - Element has insufficient color contrast of 3.11 (foreground color: #ff5a20, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1 - Element has insufficient color contrast of 3.11 (foreground color: #ff5a20, background color: #ffffff, font size: 10.5pt (14px), font weight: normal). Expected contrast ratio of 4.5:1
1.4.4 Resize text (Level AA) Also applies to:	Supports	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web)	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
• 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 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		
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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)	Main Page (Login): Not Applicable Main Menu: Not Applicable Sidebar: Not Applicable Search: Not Applicable Help: Not Applicable Pop-up Notification: Not Applicable Queue Toggle: Not Applicable Interactions/Conversations (Main View): Not Applicable Agent UI Handling: Not Applicable Multi-Panels: Not Applicable Agent UI Panels - Interaction Context: Agent Assist: Not Applicable Agent UI Panels - Interaction Context: External Contact (Profile): Not Applicable	Not applicable for this criterion except for Activity. Please refer to Use of color alone may not provide sufficient color contrast in WCAG 1.4.1.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Agent UI Panels - Interaction Context: Customer Journey: Not Applicable Agent UI Panels - Interaction Context: Canned Response: Not Applicable Agent UI Panels - Interaction Context: ACW: Not Applicable Agent UI Panels - Co-Browse v2: Callbacks: Not Applicable Outbound Dialing: Not Applicable After Contact Workflows: Not Applicable Digital Interactions (Email): Not Applicable Web Messenger/Messaging/SMS: Not Applicable List View: Not Applicable Activity: Partially Supports Activity - Without WEM Addon: Not Applicable Directory - External Contacts: Not Applicable Documents: Not Applicable Profile: Not Applicable Favorites: Not Applicable UC Chat: Not Applicable UC Calls: Not Applicable Inbox: Not Applicable Performance Workspace: Not Applicable Evaluations: Not Applicable	

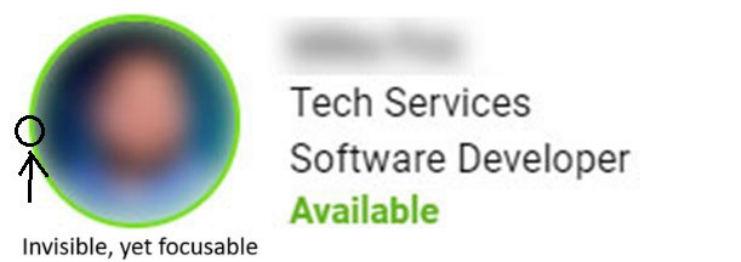
Criteria	Conformance Level	Remarks and Explanations
	Survey Form: Not Applicable Outbound Campaigns: Not Applicable Workforce Management: Not Applicable Gamification: Not Applicable Coaching and Learning: Not Applicable Interaction Recording: Not Applicable Speech and Text Analytics: Not Applicable Supervisor - Supervisor/Scheduler Tasks: Not Applicable	
<u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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) • 12.1.2 (Product Docs)	Supports	

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 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	Supports	
2.4.5 Multiple Ways (Level AA) Also applies to:	Supports	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does		

Criteria	Conformance Level	Remarks and Explanations
not apply to non-web docs		
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Main Page (Login): Not Applicable Main Menu: Not Applicable Sidebar: Not Applicable Search: Not Applicable Help: Supports Pop-up Notification: Not Applicable Queue Toggle: Not Applicable Interactions/Conversations (Main View): Not Applicable Agent UI Handling: Not Applicable Multi-Panels: Not Applicable Agent UI Panels - Interaction Context: Agent Assist: Not Applicable Agent UI Panels - Interaction Context: External Contact (Profile): Not Applicable Agent UI Panels - Interaction Context: Customer Journey: Not Applicable Agent UI Panels - Interaction Context: Canned Response: Not Applicable Agent UI Panels - Interaction Context: ACW: Not Applicable Agent UI Panels - Co-Browse v2: Not Applicable Callbacks: Not Applicable Outbound Dialing: Not Applicable After Contact Workflows: Not Applicable	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-108 Note: Any page types marked as “not applicable” are not applicable for this criterion. Impacted area(s): Activity, Overview tab Sectional headings not marked as headings (Overview) (6) Also applies to: WCAG 4.1.2 (A) Locations: 1. Today's Schedule 2. Coaching Appointments 3. Evaluation Summary 4. Evaluations Due for Review 5. Scorecard Summary 6. Personal Bests Issues: The Overview page may look accessible as it is "on paper," but these div elements are simply "container." Containers do not have semantic meaning. This is important because when it comes to using a screen reader, users who cannot see the screen need to get a feel for how the page is laid out. Screen readers only see HTML and so those who cannot see the screen need to rely on screen readers who can read HTML and tell users what's on the page.

Criteria	Conformance Level	Remarks and Explanations
	Digital Interactions (Email): Not Applicable Web Messenger/Messaging/SMS: Not Applicable List View: Not Applicable Activity: Partially Supports Activity - Without WEM Addon: Not Applicable Directory - External Contacts: Not Applicable Documents: Not Applicable Profile: Not Applicable Favorites: Not Applicable UC Chat: Not Applicable UC Calls: Not Applicable Inbox: Not Applicable Performance Workspace: Not Applicable Evaluations: Not Applicable Survey Form: Not Applicable Outbound Campaigns: Not Applicable Workforce Management: Not Applicable Gamification: Not Applicable Coaching and Learning: Not Applicable Interaction Recording: Not Applicable Speech and Text Analytics: Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
	Supervisor - Supervisor/Scheduler Tasks: Not Applicable	
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.7 (Web) 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Main Page (Login): Supports Main Menu: Supports Sidebar: Supports Search: Supports Help: Supports Pop-up Notification: Supports Queue Toggle: Supports Interactions/Conversations (Main View): Supports Agent UI Handling: Supports Multi-Panels: Partially Supports Agent UI Panels - Interaction Context: Agent Assist: Supports Agent UI Panels - Interaction Context: External Contact (Profile): Supports Agent UI Panels - Interaction Context: Customer Journey: Supports Agent UI Panels - Interaction Context: Canned Response: Partially Supports Agent UI Panels - Interaction Context: ACW: Supports Agent UI Panels - Co-Browse v2: Supports Callbacks: Supports Outbound Dialing: Supports After Contact Workflows: Supports Digital Interactions (Email): Supports Web Messenger/Messaging/SMS:	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-90 Impacted area(s): Search, Favorites Focusable widgets for screen readers only are accessible by keyboard users as well (1): Locations: The following screenshot shows an invisible button circled to the left of the avatar. Here is the code and the screenshot. <pre><button type="button" class="sr-only">First Last name</button></pre>  Invisible, yet focusable And here is the CSS code for sr-only: <pre>.sr-only { position: absolute; width: 1px; }</pre>

Criteria	Conformance Level	Remarks and Explanations
	List View: Supports Activity: Partially Supports Activity - Without WEM Addon: Supports Directory - External Contacts: Supports Documents: Supports Profile: Supports Favorites: Supports UC Chat: Supports UC Calls: Supports Inbox: Supports Performance Workspace: Supports Evaluations: Partially Supports Survey Form: Supports Outbound Campaigns: Partially Supports Workforce Management: Supports Gamification: Supports Coaching and Learning: Supports Interaction Recording: Supports Speech and Text Analytics: Supports Supervisor - Supervisor/Scheduler Tasks: Supports	<pre>height: 1px; margin: -1px; padding: 0; overflow: hidden; clip: rect(0, 0, 0, 0); border: 0; }</pre> Issues: There are plenty of users who can only use a keyboard for variety of reasons, such as losing their right arm, lack fine motor skills, people using mouth sticks because they cannot use their hands to navigate the Internet, use sip-puff devices, or can only navigate using voice commands. In other words, just because people can see the screen very well does not mean they can use a mouse! These are the users that will encounter anomalies that are designed only for screen readers, yet that invisible button is focusable! Impacted area(s): Multi-Panels Missing focus outline/highlight (1) Locations: Interaction details panel 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. Impacted area(s): Agent UI Panels - Interaction Context: Canned Response

Criteria	Conformance Level	Remarks and Explanations
		Portion of focus outline/highlight hidden behind overflow: hidden property (2) Locations: 1. Insert canned response button 2. Agent's Queue Response link Issues: For the first button, only the focus outline is displayed to the right of the button and for the link next to the insert button, only the focus outline is displayed to the left and right of the link that's currently in focus. Impacted area(s): Activity, Overview Obscured focus outline/highlight (1) Locations: (Insert Agent Name Here)'s Queue Evaluation link in the "Evaluations Due for Review" section Issues: The use of CSS overflow property can render focus outlines invisible or cut off which can make it difficult for users who can see the screen but can only rely on keyboard for navigation. The focus outline that got cut off from the use of overflow is near the top, left, and bottom of the focused link. Impacted area(s): Evaluations Missing focus outline/highlight (1) Locations: Cancel button in date picker 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.

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): Outbound Campaigns Missing focus outline/highlight (1) Locations: All columns in the Add/Remove Column dialog (move up/down buttons) 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.
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	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Main Page (Login): Not Applicable Main Menu: Not Applicable Sidebar: Not Applicable Search: Not Applicable Help: Not Applicable Pop-up Notification: Not Applicable Queue Toggle: Not Applicable Interactions/Conversations (Main View): Not Applicable Agent UI Handling: Not Applicable Multi-Panels: Not Applicable Agent UI Panels - Interaction Context:	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-109 Note: Any page types marked as “not applicable” are not applicable for this criterion. Impacted area(s): Activity, Overview No alternatives for dragging elements exist (1) Locations: Panels in Rearrange mode

Criteria	Conformance Level	Remarks and Explanations
	Agent Assist: Not Applicable Agent UI Panels - Interaction Context: External Contact (Profile): Not Applicable Agent UI Panels - Interaction Context: Customer Journey: Not Applicable Agent UI Panels - Interaction Context: Canned Response: Not Applicable Agent UI Panels - Interaction Context: ACW: Not Applicable Agent UI Panels - Co-Browse v2: Callbacks: Not Applicable Outbound Dialing: Not Applicable After Contact Workflows: Not Applicable Digital Interactions (Email): Not Applicable Web Messenger/Messaging/SMS: Not Applicable List View: Not Applicable Activity: Partially Supports Activity - Without WEM Addon: Not Applicable Directory - External Contacts: Not Applicable Documents: Not Applicable Profile: Not Applicable Favorites: Not Applicable UC Chat: Not Applicable UC Calls: Not Applicable	Issues: Users who may struggle with dragging due to dexterity or may have mobility disabilities may struggle with dragging panels around while keeping the mouse button down. This can also occur for those who may be using head- or eye-tracking devices and dragging the panels around can be an issue for users. Note that this has nothing to do with those who use a keyboard for navigation as that is covered in 2.1.1 according to Understanding Success Criteria 2.5.7, Level AA .

Criteria	Conformance Level	Remarks and Explanations
	Inbox: Not Applicable Performance Workspace: Not Applicable Evaluations: Not Applicable Survey Form: Not Applicable Outbound Campaigns: Not Applicable Workforce Management: Not Applicable Gamification: Not Applicable Coaching and Learning: Not Applicable Interaction Recording: Not Applicable Speech and Text Analytics: Not Applicable Supervisor - Supervisor/Scheduler Tasks: Not Applicable	
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Main Page (Login): Supports Main Menu: Supports Sidebar: Supports Search: Supports Help: Partially Supports Pop-up Notification: Supports Queue Toggle: Supports Interactions/Conversations (Main View): Supports Agent UI Handling: Partially Supports Multi-Panels: Supports Agent UI Panels - Interaction Context: Agent Assist: Partially Supports Agent UI Panels - Interaction Context:	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-106 Impacted area(s): Help <i>All touch targets must be 24px or larger, or leave sufficient space (1)</i> HTML: <code><button type="button" aria-label="Clear" class="clear-search-icon " data-ember-action="" data-ember-action-5465="5465"> <svg class="svg-icon"> <use xlink:href="#icon-close-circle"></use> </svg> </button></code> Issues: To solve this problem, fix at least (1) of the following:

Criteria	Conformance Level	Remarks and Explanations
	External Contact (Profile): Supports Agent UI Panels - Interaction Context: Customer Journey: Supports Agent UI Panels - Interaction Context: Canned Response: Supports Agent UI Panels - Interaction Context: ACW: Supports Agent UI Panels - Co-Browse v2: Supports Callbacks: Supports Outbound Dialing: Supports After Contact Workflows: Supports Digital Interactions (Email): Supports Web Messenger/Messaging/SMS: Supports List View: Supports Activity: Supports Activity - Without WEM Addon: Supports Directory - External Contacts: Partially Supports Documents: Supports Profile: Partially Supports Favorites: Supports UC Chat: Partially Supports UC Calls: Supports Inbox: Supports Performance Workspace: Partially Supports Evaluations: Supports Survey Form: Supports	- Target has insufficient size (18px by 18px, should be at least 24px by 24px) - Target has insufficient space to its closest neighbors. Safe clickable space has a diameter of 18px instead of at least 24px. Impacted area(s): Agent UI Handling, Multi-Panel All touch targets must be 24px or larger, or leave sufficient space (1) HTML: <code><input type="checkbox" id="ember5533-prefer-myself-checkbox" class="ember-checkbox prefer-myself-input ember-view"></code> Issues: To solve this problem, fix at least (1) of the following: - Target has insufficient size (13px by 13px, should be at least 24px by 24px) - Target has insufficient space to its closest neighbors. Safe clickable space has a diameter of 13px instead of at least 24px. Impacted area(s): Agent UI Panels - Interaction Context: Agent Assist All touch targets must be 24px or larger, or leave sufficient space (2) HTML: <code><button _ngcontent-gml-c25="" type="button" data-cy="thumbs-up-button" class="feedback-button" title="Relevant" aria-pressed="false" apptooltip="Relevant"><gux-icon _ngcontent-gml-c25="" icon-name="thumbs-up" data-cy="thumbs-up-icon" decorative="" class="icons" hydrated=""></gux-icon></button></code>

Criteria	Conformance Level	Remarks and Explanations
	Outbound Campaigns: Supports Workforce Management: Partially Supports Gamification: Supports Coaching and Learning: Partially Supports Interaction Recording: Supports Speech and Text Analytics: Partially Supports Supervisor - Supervisor/Scheduler Tasks: Supports	2. <code><button _ngcontent-gml-c25="" type="button" data-cy="thumbs-down-button" class="feedback-button" title="Irrelevant" aria-pressed="false" apptooltip="Irrelevant"></code> Issues: To solve this problem, fix at least (1) of the following: - Target has insufficient size (16px by 20px, should be at least 24px by 24px) - Target has insufficient space to its closest neighbors. Safe clickable space has a diameter of 22px instead of at least 24px. Impacted area(s): Directory - External Contacts, Contacts, Organizations All touch targets must be 24px or larger, or leave sufficient space (1) HTML: <code>(Insert Contact/Organization Name Here)</code> Issues: To solve this problem, fix at least (1) of the following: - Target has insufficient size (48px by 14px, should be at least 24px by 24px) - Target has insufficient space to its closest neighbors. Safe clickable space has a diameter of 14px instead of at least 24px. Impacted area(s): Profile, Preference - Chat All touch targets must be 24px large, or leave sufficient space (1)

Criteria	Conformance Level	Remarks and Explanations
		HTML: <code><input type="checkbox" data-t="preference-show-github-embeds" class="checkbox-preference-type show-github-embeds"></code> Issues: • Target has insufficient size (13px by 13px, should be at least 24px by 24px) • Target has insufficient space to its closest neighbors. Safe clickable space has a diameter of 21px instead of at least 24px. Impacted area(s): Profile, Preference - Video <i>All touch targets must be 24px large, or leave sufficient space (4)</i> HTML: 1. <code><div class="gux-toggle-slider" role="checkbox" aria-checked="false" aria-disabled="false" tabindex="0" aria-labelledby="gux-toggle-label-ocjwmmi2om"><div class="gux-slider"><div class="gux-switch"><gux-icon icon-name="checkmark" hydrated=""></gux-icon></div></div></div></code> 2. <code><div class="gux-toggle-slider" role="checkbox" aria-checked="false" aria-disabled="false" tabindex="0" aria-labelledby="gux-toggle-label-21l7nljkjo"><div class="gux-slider"><div class="gux-switch"><gux-icon icon-name="checkmark" hydrated=""></gux-icon></div></div></div></code> 3. <code><div class="gux-toggle-slider" role="checkbox" aria-checked="false" aria-</code>

Criteria	Conformance Level	Remarks and Explanations
		disabled="false" tabindex="0" aria-labelledby="gux-toggle-label-7oqqyk5jh6"><div class="gux-slider"><div class="gux-switch"><gux-icon icon-name="checkmark" hydrated=""></gux-icon></div></div></div> 4. <div class="gux-toggle-slider" role="checkbox" aria-checked="false" aria-disabled="false" tabindex="0" aria-labelledby="gux-toggle-label-7go9aemr9a"><div class="gux-slider"><div class="gux-switch"><gux-icon icon-name="checkmark" hydrated=""></gux-icon></div></div></div> Issues: To solve this problem, fix at least (1) of the following: • Target has insufficient size (30px by 16px, should be at least 24px by 24px) • Target has insufficient space to its closest neighbors. Safe clickable space has a diameter of 16px instead of at least 24px. Impacted area(s): UC Chat, Preferences for Chat All touch targets must be 24px or larger, or leave sufficient space (1) HTML: <input type="checkbox" data-t="preference-show-github-embeds" class="checkbox-preference-type show-github-embeds"> Issues: To solve this problem, fix at least (1) of the following: • Target has insufficient size (13px by 13px, should be at least 24px by 24px) • Target has insufficient space to its closest neighbors. Safe clickable space has a diameter of 21px instead of at least 24px.

Criteria	Conformance Level	Remarks and Explanations
		Impacted area(s): Performance Workspace, General Table View <i>All touch targets must be 24px or larger, or leave sufficient space (20)</i> HTML: 1. <code><button class="date-page date-page-previous" data-inintest="prev-date-btn" title="Previous date" aria-label="Load previous date span" data-ember-action="" data-ember-action-1909="1909"> <i class="pc pc-caret-left"></i> </button></code> 2. <code><button class="date-page date-page-next" data-inintest="next-date-btn" title="Next date" aria-label="Load next date span" data-ember-action="" data-ember-action-1911="1911"> <i class="pc pc-caret-right"></i> </button></code> 3. <code><input class="dt-row-checkbox dt-row-select-all" aria-label="Select all rows" type="checkbox"></code> 4. <code><div title="Presence" class="dt-cell label-cell flex-1 cell-index-0 agentPresence" role="button" tabindex="0" data-ember-action="" data-ember-action-2219="2219"></code> 5. <code><button class="gux-pagination-buttons-list-button gux-current">1</button></code> 6. <code><button class="gux-pagination-buttons-list-button gux-target">2</button></code> 7. <code><button class="gux-pagination-buttons-list-button gux-target">3</button></code>

Criteria	Conformance Level	Remarks and Explanations
		8. <code><input id="ember3836" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> 9. <code><input id="ember3837" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> 10. <code><input id="ember3839" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> 11. <code><input id="ember3840" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> 12. <code><input id="ember3842" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> 13. <code><input id="ember3843" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> 14. <code><input id="ember3844" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> 15. <code><input id="ember3845" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> 16. <code><input id="ember3846" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> 17. <code><input id="ember3846" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> 18. <code><input id="ember3848" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code>

Criteria	Conformance Level	Remarks and Explanations
		19. <code><input id="ember3849" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> 20. <code><input id="ember3858" class="filter-check-choice ember-checkbox ember-view" type="checkbox"></code> Issues: Any elements that are less than 24 pixels in height and width need to be at least 24 pixels large or the spacing (margins) needs to be at least 24 pixels in width and height. href="https://www.w3.org/WAI/WCAG22/Understanding/target-size-minimum.html" WCAG 2.5.8 covers more details about touch targets. Impacted area(s): Workforce Management <i>All touch targets must be 24px or larger, or leave sufficient space (2)</i> HTML: 1. <code><button class="nav-sidebar-submenu-toggle btn-link"><div class="nav-sidebar-submenu-toggle-content">Configuration<i class="nav-sidebar-submenu-toggle-icon pc pc-caret-down"></i></div></button></code> 2. <code><button class="nav-sidebar-submenu-toggle btn-link"><div class="nav-sidebar-submenu-toggle-content">Performance<i class="nav-sidebar-submenu-toggle-icon pc pc-caret-down"></i></div></button></code>

Criteria	Conformance Level	Remarks and Explanations
		Issues: The first link below each of the headings need to have at least sufficient space so that those who suffer from any kind of physical disabilities such as hand tremors can interact with the menus. Impacted area(s): Coaching and Learning, New Module - Content All touch targets must be 24px or larger, or leave sufficient space (1) HTML: <code><button class="document-filter-button"><gux-icon icon-name="filter" screenreader-text="Filter" title="Filter" class="filter-button" data-content="0" hydrated=""></gux-icon></button></code> Issues: To solve this problem, fix at least (1) of the following: • Target has insufficient size (16px by 16px, should be at least 24px by 24px) • Target has insufficient space to its closest neighbors. Safe clickable space has a diameter of 16px instead of at least 24px. Impacted area(s): Speech and Text Analytics All touch targets must be 24px or larger, or leave sufficient space. (2) HTML: 1. <code><button type="button" class="gux-previous-button" title="Highlight previous match" aria-label="Highlight previous match"><gux-icon icon-name="arrow-solid-up" hydrated=""></gux-icon></button></code> 2. <code><button type="button" class="gux-next-button" title="Highlight next match" aria-</code>

Criteria	Conformance Level	Remarks and Explanations
		label="Highlight next match"><gux-icon icon-name="arrow-solid-down" hydrated=""></gux-icon></button> Issues: To solve this problem, fix at least (1) of the following: • Target has insufficient size (16px by 21.7px, should be at least 24px by 24px) • Target has insufficient space to its closest neighbors. Safe clickable space has a diameter of 8px instead of at least 24px.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: EN 301 549 Criteria • 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 • 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	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 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		
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: EN 301 549 Criteria • 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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: EN 301 549 Criteria • 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)	Main Page (Login): Supports All: Not Applicable	Not applicable for this criterion except for the main page (login) page type.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria 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)	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Main Page (Login): Supports All: Not Applicable	Not applicable for this criterion except for the main page (login) page type.
<u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software)	Main Page (Login): Supports Main Menu: Not Applicable Sidebar: Not Applicable Search: Not Applicable Help: Not Applicable Pop-up Notification: Not Applicable Queue Toggle: Not Applicable Interactions/Conversations (Main View): Not Applicable Agent UI Handling: Not Applicable Multi-Panels: Not Applicable Agent UI Panels - Interaction Context: Agent Assist: Not Applicable	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: <u>AMCOMP-I-110</u> Note: Any page types marked as “not applicable” are not applicable for this criterion. Impacted area(s): Agent UI Panels - Interaction Context: Agent Assist <i>New page not communicated to screen readers (2)</i> Locations:

Criteria	Conformance Level	Remarks and Explanations
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	Agent UI Panels - Interaction Context: External Contact (Profile): Agent UI Panels - Interaction Context: Customer Journey: Not Applicable Agent UI Panels - Interaction Context: Canned Response: Not Applicable Agent UI Panels - Interaction Context: ACW: Partially Supports Agent UI Panels - Co-Browse v2: Partially Supports Callbacks: Not Applicable Outbound Dialing: Not Applicable After Contact Workflows: Not Applicable Digital Interactions (Email): Not Applicable Web Messenger/Messaging/SMS: Does Not Support List View: Not Applicable Activity: Partially Supports Activity - Without WEM Addon: Not Applicable Directory - External Contacts: Not Applicable Documents: Not Applicable Profile: Partially Supports Favorites: Partially Supports UC Chat: Partially Supports UC Calls: Not Applicable Inbox: Partially Supports	- Links before relevant/irrelevant buttons that sent users to a full article - Back button that returns to the previous page Issues: When a link or a button is activated that changes the context of the page, screen readers are not aware of the change such as reading a new article or returning to the previous page. Think of an HTML as a static file that never changes in a text editor, yet behind the scenes, HTML did change. A text editor never informs a screen reader of a change. Once a screen reader reads the HTML file into memory, that's all it receives. This is why screen reader users do not know that something has changed. If there is a page change such as clicking a link that loads a new page, screen readers will read the new HTML from the web browser and communicate to users who may not be able to see the screen at all. Impacted area(s): Agent UI Panels - Interaction Context: ACW Screen readers do not speak when change of context has occurred (1) Locations: This happens when a user does not press the Done button before or after a user selects a wrap-up code. Issues: Once an ACW panel disappears, screen reader users will not have a way of knowing what has happened on screen. Impacted area(s): Agent UI Panels - Co-Browse v2 Status of the web application not spoken by screen readers (1) Locations: Request/Release Control Issues: When a control is requested or released, the button does not appear to do anything for users of screen readers. Users who requested

Criteria	Conformance Level	Remarks and Explanations
	Performance Workspace: Partially Supports Evaluations: Partially Supports Survey Form: Partially Supports Outbound Campaigns: Partially Supports Workforce Management: Partially Supports Gamification: Not Applicable Coaching and Learning: Interaction Recording: Speech and Text Analytics: Supervisor - Supervisor/Scheduler Tasks:	co-browsing must ask another user if an end user received a request for controlling over the web page. Impacted area(s): Web Messenger/Messaging/SMS <i>Incoming messages on screen not communicated to screen readers (2)</i> Locations: 1. Chat room 2. "Customer is typing" above the chat text box Issues: Whenever the chat messages appear on screen, it's not been picked up by screen readers which means that those who cannot see the screen may hear the sound, but not the chat message. The same is true if someone in the other end is typing. Impacted area(s): Profile <i>Notification of page change does not take into effect for screen readers (1)</i> Locations: "Activate Queues" button Issues: When a user of a screen reader initiated the button that causes a page change, it's as though the button does nothing at all. Screen reader users can get confused regarding where they are on the page and whether a button press has initiated a page change or not. Impacted area(s): Favorites

Criteria	Conformance Level	Remarks and Explanations
		<i>Interactive controls do not provide status messages to screen readers (2)</i> Locations: 1. Add contact "button button" (found after typing the name of the contact in the search box) 2. "Favorite" button Issues: When a contact button is activated after the search box, the contact dropdown disappears below the search box, but it's as though the whole "button" does nothing for those who use a screen reader. The same is true for the "Favorite" button next to the contact's name. Impacted area(s): Performance Workspace, General Table View <i>Sorting tabs not communicating changes to screen reader (General Table View) (1)</i> Locations: The first set of tabs before the new tab button Issues: The tabs in the first row of the page are very accessible; however, when changing how the tabs ordered while in sorting mode, pressing the left and right arrow keys don't seem to do anything for those who use a screen reader, but visually, it does. So there needs to be a way to announce the ordering of tabs and which tab is selected. <i>Notification not announced when data in table is changed (General Table View) (2)</i> Locations: 1. Previous button for the date shown 2. Next button for the date shown Issues: When users who use a screen reader navigate to the back and forward buttons and tries to activate the corresponding buttons, visually, the data gets changed, but by turning off the screen (monitor or TV) and

Criteria	Conformance Level	Remarks and Explanations
		using a screen reader, these buttons do not appear to do anything at all. Screen readers do not know what is going on in the page and so it has to rely on some ways to communicate to users who cannot see the screen. Impacted area(s): Evaluations <i>Screen readers do not speak new information in a webpage (1)</i> Locations: All pagination widgets below each of the tables Issues: Screen readers do not know if there is new data when the next and previous buttons are pressed. To those who cannot see the screen, this means that screen readers speak nothing when either of the two pagination buttons are pressed. <i>Screen readers did not speak status messages (2)</i> Locations: 1. Copy to Clipboard button in Evaluations area 2. Copy to Clipboard button in Transcripts area Issues: There is no indication regarding whether the buttons did anything or not except to silently copy the contents to the clipboard without notifying screen reader users that the content has been copied to clipboard. Impacted area(s): Outbound Campaigns <i>No notification of change on the page (1)</i> Locations: All columns in the Add/Remove columns dialog Issues: When a user moves columns around between visible and available columns or changes the order of columns, screen readers do

Criteria	Conformance Level	Remarks and Explanations
		not know what the web page is doing and so cannot announce to users who cannot see the screen. This can make column management difficult to manage. Impacted area(s): Workforce Management <i>Screen changes not taken into effect for screen readers (Historical Shrinkage) (2)</i> Locations: 1. Show breakdown view (Breakdown by Activities) 2. Back button (Breakdown by Dates) Issues: When the page changes after the user initiates the buttons that change screens, screen readers do not know what is going on in the web page. This indicates to users who cannot see the screen that the pages have been silently changed without notice. Impacted area(s): Coaching and Learning <i>Screen readers do not know that form fields were removed (1)</i> Locations: "Remove Rule" button Issues: When a rule is removed, screen readers cannot determine what is removed from the screen. The rule may have been removed, but the button appears to be doing nothing for those who cannot see the screen. <i>Screen readers do not speak new page within the dialog (1)</i> Locations: Previous/Next buttons

Criteria	Conformance Level	Remarks and Explanations
		Issues: When a user presses the Next or Previous buttons, screen readers do not have a way of communicating to users that the users are in step 1, step 2, or step 3 of 3 in the dialog. Impacted area(s): Interaction Recording, Timeline, Audit Trail Missing information needed to communicate new content on page (3) Locations: 1. New Evaluation button 2. New Calibration button 3. Load All Audits Issues: Screen readers do not have any means to communicate that the Create Evaluation or Create Calibration form is shown to users who cannot see the screen. The same goes for the "Load All Audits" button.

Table 3: Success Criteria, Level AAA

Notes: Table 3 has been removed. This product has not been tested for conformance to WCAG Level AAA criteria.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Several pieces of functionality within the product are inaccessible to users without vision, as shown in the following WCAG Criteria: • 1.1.1 - Non-text Content • 1.3.1 – Info and relationships • 1.4.1 – Use of Color • 2.1.1 – Keyboard • 2.1.2 – No Keyboard Trap • 2.4.1 – Bypass Blocks • 2.4.3 – Focus Order • 2.4.4 – Link purpose (in context) • 2.4.6 – Headings and labels • 4.1.2 – Name, role, value See WCAG 2.x section for details regarding any exceptions.
302.2 With Limited Vision	Does Not Support	Several pieces of functionality within the product are inaccessible to users with limited vision, as shown in the following WCAG Criteria: • 1.1.1 - Non-text Content • 1.3.1 – Info and relationships • 1.4.1 – Use of Color • 1.4.3 – Contrast (minimum) • 2.1.1 – Keyboard • 2.1.2 – No Keyboard Trap • 2.4.1 – Bypass Blocks

Criteria	Conformance Level	Remarks and Explanations
		• 2.4.3 – Focus Order • 2.4.4 – Link purpose (in context) • 2.4.6 – Headings and labels • 2.4.7 – Focus visible • 4.1.2 – Name, role, value See WCAG 2.x section for details regarding any exceptions.
302.3 Without Perception of Color	Partially Supports	Several pieces of functionality within the product are inaccessible to users without perception of color, as shown in the following WCAG Criteria: • 1.4.1 – Use of Color • 1.4.3 – Contrast (minimum) See WCAG 2.x section for details regarding any exceptions.
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Not Applicable	Not applicable for this criterion.
302.7 With Limited Manipulation	Does Not Support	Several pieces of functionality within the product are inaccessible to users with limited manipulation, as shown in the following WCAG Criteria: • 2.1.1 – Keyboard • 2.1.2 – No Keyboard Trap • 2.4.1 – Bypass Blocks • 2.4.3 – Focus Order • 2.4.4 – Link purpose (in context) • 2.4.6 – Headings and labels • 2.4.7 – Focus visible • 4.1.2 – Name, role, value See WCAG 2.x section for details regarding any exceptions.
302.8 With Limited Reach and Strength	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	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: • 1.1.1 - Non-text Content • 1.3.1 – Info and relationships • 1.4.1 – Use of Color • 2.1.1 – Keyboard • 2.4.1 – Bypass Blocks • 2.4.3 – Focus Order • 2.4.4 – Link purpose (in context) • 2.4.6 – Headings and labels • 2.4.7 – Focus visible • 4.1.2 – Name, role, value See WCAG 2.x section for details regarding any exceptions.

Chapter 4: [Hardware](#)

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

Chapter 5: [Software](#)

Notes: Genesys Cloud 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 WCAG 2.x section	See information in WCAG 2.x section
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Does Not Support	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
504.3 Prompts	Does Not Support	
504.4 Templates	Does Not Support	

Chapter 6: [Support Documentation and Services](#)

Notes:

- Documentation for Genesys Cloud is available on the Genesys Cloud Resource Center (<https://help.genesys.cloud/>).
- The Genesys Cloud Resource Center Accessibility Conformance Report (ACR) is available via <https://help.genesys.cloud/articles/about-accessibility/>

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

EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does not support	Several pieces of functionality within the product are inaccessible to users without vision, as shown in the following WCAG Criteria: • 1.1.1 - Non-text content • 1.3.1 – Info and relationships • 1.4.1 – Use of Color • 2.1.1 – Keyboard • 2.1.2 – No keyboard trap • 2.4.1 – Bypass blocks • 2.4.3 – Focus order • 2.4.4 – Link purpose (in context) • 2.4.6 – Headings and labels • 4.1.2 – Name, role, value See WCAG 2.x section for details regarding any exceptions.
4.2.2 Usage with limited vision	Does not support	Several pieces of functionality within the product are inaccessible to users with limited vision, as shown in the following WCAG Criteria: • 1.1.1 - Non-text content • 1.3.1 – Info and relationships • 1.4.1 – Use of Color • 1.4.3 – Contrast (minimum) • 2.1.1 – Keyboard • 2.1.2 – No keyboard trap • 2.4.1 – Bypass blocks • 2.4.3 – Focus order • 2.4.4 – Link purpose (in context)

Criteria	Conformance Level	Remarks and Explanations
		• 2.4.6 – Headings and labels • 2.4.7 – Focus (visible) • 4.1.2 – Name, role, value See WCAG 2.x section for details regarding any exceptions.
4.2.3 Usage without perception of colour	Partially Supports	Several pieces of functionality within the product are inaccessible to users without perception of color, as shown in the following WCAG Criteria: • 1.4.1 – Use of Color • 1.4.3 – Contrast (minimum) See WCAG 2.x section for details regarding any exceptions.
4.2.4 Usage without hearing	Supports	
4.2.5 Usage with limited hearing	Supports	
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	Does not support	Several pieces of functionality within the product are inaccessible to users with limited manipulation or strength, as shown in the following WCAG Criteria: • 2.1.1 – Keyboard • 2.1.2 – No keyboard trap • 2.4.1 – Bypass blocks • 2.4.3 – Focus order • 2.4.4 – Link purpose (in context) • 2.4.6 – Headings and labels • 2.4.7 – Focus (visible) • 4.1.2 – Name, role, value See WCAG 2.x section for details regarding any exceptions.
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.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Does not support	Several pieces of functionality within the product are inaccessible to users with limited vision, as shown in the following WCAG Criteria: • 1.1.1 - Non-text content • 1.3.1 – Info and relationships • 1.4.1 – Use of Color • 2.1.1 – Keyboard • 2.4.1 – Bypass blocks • 2.4.3 – Focus order • 2.4.4 – Link purpose (in context) • 2.4.6 – Headings and labels • 2.4.7 – Focus (visible) • 4.1.2 – Name, role, value See WCAG 2.x section for details regarding any exceptions.
4.2.11 Privacy	Supports	

Chapter [5: Generic Requirements](#)

Notes: Not applicable. Genesys Cloud 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	See Remarks and Explanations.	Dependency on user network bandwidth. See Genesys Cloud System Requirements .
6.2 Real-time text (RTT) functionality	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	

Criteria	Conformance Level	Remarks and Explanations
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	
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	See Remarks and Explanations.	Dependency on user network bandwidth. See Genesys Cloud System Requirements .
6.5.4 Synchronization between audio and video	See Remarks and Explanations.	Dependency on user network bandwidth. See Genesys Cloud System Requirements .
6.5.5 Visual indicator of audio with video	See Remarks and Explanations.	Dependency on user network bandwidth. See Genesys Cloud System Requirements .
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

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

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

Chapter [8: Hardware](#)

Notes: Not applicable.

Chapter [9: Web](#) (see [WCAG 2.x](#) section)

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

Notes: Not applicable.

Chapter [11: Software](#)

Notes: Not applicable.

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

Notes:

- Documentation for Genesys Cloud is available on the Genesys Cloud Resource Center (<https://help.genesys.cloud/>).
- The Genesys Cloud Resource Center Accessibility Conformance Report (ACR) is available via <https://help.genesys.cloud/articles/about-accessibility/>

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	See Genesys Cloud Resource Center ACR .	
12.1.2 Accessible documentation	See Genesys Cloud Resource Center ACR .	
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	See Genesys Cloud Resource Center ACR .	
12.2.3 Effective communication	See Genesys Cloud Resource Center ACR .	
12.2.4 Accessible documentation	See Genesys Cloud Resource Center ACR .	

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not applicable.

Legal Disclaimer

This Genesys Accessibility Conformance Report (“Report”), as of the date of publication (shown as “Report Date”) in the table shown at the beginning of this Report, contains the current view of Genesys regarding the accessibility standards and guidelines described herein. This Report, however, is provided “as is” and for informational purposes only. You understand and agree that Genesys is not responsible for any issues that may arise from the development or use of any alteration, derivation, modification, or customization to the information provided hereunder (or to the products and services licensed to you) (collectively “Modifications”) and that any such Modifications will, among other things, render some or all of this Report to become inapplicable. For the avoidance of all doubt, all content in this Report is intended for general information only and should not be construed as legal advice applicable to your particular situation. Further, in no event, will Genesys be responsible for providing, implementing, configuring, or coding the materials or services licensed to you in a manner that complies with any laws, statutes, rules, regulations, ordinances and other pronouncements having the effect of law that apply to your business or industry, including any accessibility standards, guidelines, or mandates (collectively “Customer Specific Laws”). You agree to comply with any such Customer Specific Laws, and in no event will Genesys be liable for any claim or action arising from or related to your failure to comply with any Customer Specific Laws.