

# Mitel Network Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version: MiContact Center Enterprise Web Manager, Release 9.6**

**Report Date: July 2023**

**Product Description: The Web Manager application provides real-time information on Agents and Service Groups to supervisors and managers who can then adapt contact center parameters such as required skills.**

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**Notes: N/A**

### **Evaluation Methods Used:**

The evaluation methods were used by on-line accessibility tool, screen reader and manual testing on Chrome. The on-line accessibility tool is the Google Chrome extension “axe DevTools” and color contrast websites such as <https://webaim.org/resources/contrastchecker/>. We used JAWS as the screen reader for Chrome on Windows.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.x Report

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

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Does Not Support	<p>This requirement is not supported.</p> <p>All non-text content that is presented to the user does not have text alternatives.</p> <ul style="list-style-type: none"> <li>• All graphs including Answer, Abandon rate, Session, Logged on agent in Service Group.</li> <li>• All icons in Users &gt; “Ready” column.</li> <li>• All Go Back buttons.</li> <li>• The Edit, Close and Add buttons in Contact Center &gt; Wall Display Screens &gt; New &gt; Panels.</li> </ul> <p>It may affect users with vision difficulties or impairments, including those using assistive technology.</p>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not applicable	MiCCE Web Manager does not have prerecorded audio-only or prerecorded video-only media.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not applicable	MiCCE Web Manager does not have prerecorded audio content.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not applicable	MiCCE Web Manager does not have prerecorded audio content.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	<p>This requirement is only partially met.</p> <p>Information, structure, and relationships conveyed through presentation are available in text. However, a few information cannot be programmatically determined as listed:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>All subtitle on all pages. For example, “Service Groups” in “Contact Center / Service Groups” and “Chat” in “Contact Center / Service Groups / Chat”</li> <li>The heading “Contact Center” on the home page.</li> </ul> <p>These may affect users with vision difficulties or impairments, including those using assistive technology.</p>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>The content that can be programmatically determined in MiCCE provides correct reading sequence.</p>
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Partially Supports	<p>This requirement is only partially met.</p> <p>MiCCE Web Manager does not rely on one sensory characteristic for instructions, with the exceptions below:</p> <ul style="list-style-type: none"> <li>The Go Back icon.</li> <li>The Edit, Close and Add buttons in Contact Center &gt; Wall Display Screens &gt; New &gt; Panels.</li> </ul> <p>These exceptions may affect users who are blind and have low vision.</p>
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager does not rely on color alone to convey information. Other means such as font size, bold, and text content are utilized to assist conveying the information.</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.2 Audio Control</a> (Level A)	Not applicable	There is not automatically played audio on any web page in MiCCE Web Manager.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	<p>This requirement is only partially met.</p> <p>Most of functionalities can be accessed by keyboard (unmodified Tab) in MiCCE Web Manager, with the exceptions below:</p> <ul style="list-style-type: none"> <li>• User profile/account and Logout,</li> <li>• Top right Navigation Menu.</li> </ul> <p>These exceptions may affect users with motor impairments, who are unable to use the mouse.</p>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>The current keyboard available functionalities do not cause a keyboard trap.</p>
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Not applicable	MiCCE Web Manager does not support character key shortcuts.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>The timing setting in MiCCE Web Manager is adjustable or under the control of the end user, such as turn off, adjust and extend.</p>
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not applicable	MiCCE Web Manager does not include any moving, blinking or scrolling. The auto-updating information is essential for providing users the real time information.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not applicable	MiCCE Web Manager does not contain anything that flashes more than three times in any one second period.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Not applicable	MiCCE Web Manager does not have duplicated content on multiple pages.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager provides titles for each page.</p>
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	<p>This requirement is only partially met.</p> <p>Users can navigate sequentially through operational content with JAWS. However, some regions cannot receive focus. They are listed below:</p> <ul style="list-style-type: none"> <li>• All headings of the tables and the content in tables.</li> <li>• Headings/labels of graphs in Service Groups.</li> <li>• Username/account and Logout.</li> </ul> <p>These may affect users who are blind or have visual impairments, including those using assistive technology.</p>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Partially Supports	<p>This requirement is only partially met.</p> <p>Most links have their link text alone or provide link purpose, with the exceptions below:</p> <ul style="list-style-type: none"> <li>• Most functions on the home page have wrong names of their links.</li> <li>• The shard link in Wall Display Screens does not provide link purpose. It is recognized as a table by JAWS.</li> </ul> <p>These will affect users with vision difficulties or impairments, including those using assistive technology.</p>
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Not applicable	<p>MiCCE Web Manager does not require any path-based pointer gestures.</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Not applicable	MiCCE Web Manager does not require any path-based pointer gestures.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Partially Supports	<p>This requirement is only partially met.</p> <ul style="list-style-type: none"> <li>The texts in all table elements do not have their accessible names that can be read by screen reader.</li> </ul> <p>These may affect users with vision difficulties or impairments, including those using assistive technology.</p>
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not applicable	MiCCE Web Manager does not have functionalities operated by device motion or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A)	Does not support	<p>This requirement is not supported.</p> <p>MiCCE Web Manager does not have a “lang attribute” to be programmatically identified.</p> <p>These will affect users with vision difficulties or impairments, including those using assistive technology.</p>
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager does not cause a change of context on focus.</p>
<a href="#">3.2.2 On Input</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager does not change the context/setting of the control itself when entering data or selecting a control.</p>
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	This requirement is fully met.



Criteria	Conformance Level	Remarks and Explanations
		The input errors related to services or configurations can be identified or described in detail.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager provides labels or instructions when content requires user input.</p>
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique.</p>
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	<p>This requirement is only partially met.</p> <p>MiCCE Web Manager provides the correct names, role, state, and other important accessibility information for some user interface components. Here are exceptions that do not meet the criteria:</p> <ul style="list-style-type: none"> <li>• The Go back button is defined as “d button”.</li> <li>• All checkboxes do not have their discernible name and accessible labels.</li> <li>• All progressbar nodes do not have accessible labels.</li> <li>• The combobox (dropdown menu) does not have accessible labels.</li> <li>• The link “Mitel Logo” does not have discernible name.</li> <li>• The Edit, Close and Add buttons in Contact Center &gt; Wall Display Screens &gt; New &gt; Panels.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not applicable	MiCCE Web Manager does not have live audio content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not applicable	MiCCE Web Manager does not have prerecorded video content.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Not applicable	MiCCE Web Manager has landscape and portrait according to system display orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	This requirement is fully met.  MiCCE Web Manager provides information of the purpose on input fields and can be programmatically determined.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	This requirement is only partially met.  The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, with the following exceptions: <ul style="list-style-type: none"> <li>The page title “Contact Center” (#777777) on home page against the background color (#f5f5f5).</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>The page titles (#337ab7) and subtitles (#777777) on all pages.</li> <li>The text against the background color (#D9EDF7) in all selected row of tables.</li> <li>The linked text of names (#337ab7) in all tables against the background color.</li> </ul> <p>They may affect users with low vision and who do not see the full range of colors.</p>
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>Text is resized to 200% throughout MiCCE Web Manager without a loss of content or functionality.</p>
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	<p>MiCCE Web Manager uses text instead of images of text to convey meaning on user profile image.</p>
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	<p>This requirement is fully met.</p> <p>Content of MiCCE Web Manager can be presented in one column so that scrolling in more than one direction is not necessary when the browser is scaled to 400%.</p>
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Partially Supports	<p>This requirement is only partially met.</p> <p>Non-text content including user interface components and graphical objects follows a contrast ratio of at least 3:1 against adjacent color, with the following exceptions:</p> <ul style="list-style-type: none"> <li>The Ascendent and descendent buttons, including the default/active state (#d9d9d9) and clicked state (#999999).</li> <li>The service level bars (#5CB85C).</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		They may affect users with low vision and who do not see the full range of colors.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	This requirement is fully met.  The content implemented using markup languages supports the space rules and has no loss of content or functionality.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	This requirement is fully met.  Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the pointer or the additional content is dismissable, hoverable or persistent.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	This requirement is fully met.  MiCCE Web Manager utilizes a fixed navigation of all tabs, search and shortcuts for locating screens.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	This requirement is fully met.  The headings and labels are clear and descriptive when they are provided.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	This requirement is only partially met.  The keyboard focus is always available when a UI component is operated with the exceptions: <ul style="list-style-type: none"> <li>• User profile/account and Logout,</li> <li>• Navigation Menu,</li> <li>• Search bar,</li> <li>• Text label in tables,</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Headings/labels of graphs in Service Groups.</li> </ul> <p>These will affect users who rely on the keyboard to operate the page, or with attention limitations.</p>
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not applicable	MiCCE Web Manager does not contain text with a change in language.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager has a consistent navigation mechanism.</p>
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager components are identified consistently.</p>
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.</p>
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not applicable	Use of MiCCE Web Manager does not inherently cause legal commitments or financial transactions to occur.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Not applicable	MiCCE Web Manager does not utilize messages for status changes or updates.

## Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

## Legal Disclaimer

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*This Accessibility Conformance Report (ACR) provides details of the accessibility features of MiContact Center Enterprise (MiCCE) Web Manager, Release 9.6 as of July 2023. This document is for informational purposes only, and does not constitute legal advice, nor is it intended to represent a certification for compliance.*