Mitel Network Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Mitel CX Ignite, MCX Version 1.0.0.0, CX Ignite Version 1.0.1400.

Report Date: April 2025

Product Description: Ignite is a web application providing agents with the ability to handle contact center interactions quickly and efficiently. It also provides supervisors with the real-time information to manage their agents and change the parameters to improve customer experience.

Contact Information: accessibility@mitel.com

Notes: N/A

Evaluation Methods Used:

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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
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

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

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

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WCAG 2.0 Report

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

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	This requirement is fully met. All non-text content that is presented to the user have text alternatives.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Ignite have prerecorded greeting audios but they are defined by users and essential in the system.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Ignite does not have prerecorded video content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Ignite does not have prerecorded video content.
1.3.1 Info and Relationships (Level A)	Supports	This requirement is fully met. Information, structure, and relationships conveyed through presentation are available in text.
1.3.2 Meaningful Sequence (Level A)	Supports	This requirement is fully met. The content that can be programmatically determined in Ignite provides correct reading sequence.
1.3.3 Sensory Characteristics (Level A)	Supports	This requirement is fully met. Ignite does not rely on one sensory characteristic for instructions.
1.4.1 Use of Color (Level A)	Supports	This requirement is fully met.

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Criteria	Conformance Level	Remarks and Explanations
		Ignite 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.
1.4.2 Audio Control (Level A)	Not applicable	There is not automatically played audio on any web page in Ignite.
2.1.1 Keyboard (Level A)	Supports	This requirement is fully met. All functionalities can be accessed by keyboard (unmodified Tab) in Ignite.
2.1.2 No Keyboard Trap (Level A)	Supports	This requirement is fully met. The focus can be moved to and away from any component and does not cause a keyboard trap.
2.2.1 Timing Adjustable (Level A)	Supports	In Ignite, the clerical time can be extended repeatedly and canceled. Users can enable or disable it on the call control panel.
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	Ignite has auto-updating information that starts automatically or lasts more than five seconds, however, the auto-updating is part of activities where it is essential.
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	Ignite does not contain anything that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A)	Supports	This requirement is fully met. With JAWS, users can skip to different locations of the user interface by using hotkeys.
2.4.2 Page Titled (Level A)	Supports	This requirement is fully met.

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Criteria	Conformance Level	Remarks and Explanations
		Ignite provides titles for the webpage.
2.4.3 Focus Order (Level A)	Supports	This requirement is fully met. Users can navigate sequentially through operational content with JAWS.
2.4.4 Link Purpose (In Context) (Level A)	Supports	This requirement is fully met. Links have their link text alone or provide link purpose.
3.1.1 Language of Page (Level A)	Supports	This requirement is fully met. The default human language of each Web page can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	This requirement is fully met. Ignite does not cause a change of context on focus.
3.2.2 On Input (Level A)	Supports	This requirement is fully met. Ignite does not change the context/setting of the control itself when entering data or selecting a control.
3.3.1 Error Identification (Level A)	Support	This requirement is fully met. Ignite restricts the input as numbers for calls. When the user inputs text characters, it will not be allowed.
3.3.2 Labels or Instructions (Level A)	Supports	This requirement is fully met. Ignite provides labels or instructions when content requires user input.

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Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	Partially supports	This requirement is partially met. Ignite provides the correct names, role, state, and other important accessibility information for all user interface components. • On Dashboard, the three icons on the widget "Employee State" are recognized as "Question Mark". • The version information in "About". • On "Agent Groups" dialogue, when the group is active, the screen reader cannot read the status, it announces "to activate it, press enter". • When there's a Confirmation dialogue, the close button is announced as "unlabeled zero button". These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.

Table 2: Success Criteria, Level AA

Notes:

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Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	Ignite does not have live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	Ignite does not have prerecorded video content.
1.4.3 Contrast (Minimum) (Level AA)	Supports	This requirement is fully met. The visual presentation of text and images of text has a contrast ratio of at least 4.5:1.
1.4.4 Resize text (Level AA)	Supports	This requirement is fully met. Text is resized to 200% throughout Ignite without a loss of content of functionality.
1.4.5 Images of Text (Level AA)	Supports	Ignite uses text instead of images of text to convey meaning on user profile image.
2.4.5 Multiple Ways (Level AA)	Supports	This requirement is fully met. Ignite utilizes a fixed navigation of all tabs, search and shortcuts for locating screens.
2.4.6 Headings and Labels (Level AA)	Supports	This requirement is fully met. The headings and labels are clear and descriptive when they are provided.
2.4.7 Focus Visible (Level AA)	Partially supports	This requirement is partially met. The focus on some components is not visible or obvious when a UI it is operated. • Some UI components do not have an obvious focus box, such as all the buttons and checkboxes in blue colors.

Criteria	Conformance Level	Remarks and Explanations
		These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.
3.1.2 Language of Parts (Level AA)	Not applicable	Ignite does not contain text with a change in language.
3.2.3 Consistent Navigation (Level AA)	Supports	This requirement is fully met. Ignite has a consistent navigation mechanism.
3.2.4 Consistent Identification (Level AA)	Supports	This requirement is fully met. Ignite components are identified consistently.
3.3.3 Error Suggestion (Level AA)	Not applicable	Ignite does not automatically detect any input errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	Use of Ignite does not inherently cause legal commitments or financial transactions to occur.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	This requirement is fully met. Ignite provides accessibility information that does not require user vision in all functionalities.
302.2 With Limited Vision	Supports	This requirement is fully met. Ignite can be used with limited vision in all high contrast modes.
302.3 Without Perception of Color	Supports	This requirement is fully met. Ignite provides at least one visual mode of operation that does not require user perception of color.
302.4 Without Hearing	Supports	This requirement is fully met. Ignite provides at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing	Supports	This requirement is fully met.

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Criteria	Conformance Level	Remarks and Explanations
		Ignite provides at least one mode of operation that enables users to make use of limited hearing.
302.6 Without Speech	Not Applicable	The speech in Ignite is not used for input, control, or operation.
302.7 With Limited Manipulation	Supports	This requirement is fully met. Ignite provides at least one mode of operation that does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Not applicable	No manual mode of operation which requires reach or strength is provided.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	This requirement is partially met. Ignite provides guides and support for users with limited language, cognitive and learning abilities depending on the user's experience. These may affect users with cognitive, language or learning disabilities.

Chapter 4: Hardware

Notes: Not applicable. This is a software product.

Chapter 5: Software

Notes: This part is not applicable because Ignite is not a platform software or an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	This requirement is fully met. Ignite CX provides accessibility and compatibility features in the documentation.
602.3 Electronic Support Documentation	Partially supports	This requirement is partially supported. The support documentation on web pages meets below criterion: Level A 1.3.1 1.3.2 1.3.3 1.4.1 2.1.1 2.1.2 2.2.1 2.4.1 2.4.2 2.4.3

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Criteria	Conformance Level	Remarks and Explanations
		2.4.4 2.5.3 3.2.1 3.2.2 3.2.6 3.3.1 3.3.2 4.1.1 4.1.2 Level AA 1.4.4 1.4.5 1.4.12 1.4.13 2.4.5 2.4.6 2.4.7 2.4.11 2.5.8 3.2.3 3.2.4 3.3.8 Below criterion are not supported: Level A 1.1.1 3.1.1

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Criteria	Conformance Level	Remarks and Explanations

		Below criterion are partially supported:
		    Level AA
		    1.4.3
		    1.4.10
		
		Additionally, the electronic support documentation in PDF format does not support Level A or Level AA criterion related to keyboard interface and assistive technology.
		
		These exceptions may affect users with vision difficulties or impairments, including those using assistive technology. They may also affect users with motor impairments, who are unable to use the mouse.

602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Ignite does not provide non-electronic support documentation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	This requirement is fully supported. The support services provide the information on accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	This requirement is fully met.

Criteria	Conformance Level	Remarks and Explanations
		We provide the email address accessibility@mitel.com to receive all general feedback. Customers may reach Mitel technical Support center (TSC) via Phone, or web form. All tickets open through phone or web forms are opened as Medium severity (P3) tickets. All Priority 1 tickets would be required to have a Phone live follow up or can be just open though the IVR.

Legal Disclaimer (Mitel)

This Mitel Accessibility Conformance Report provides details of the accessibility features of Mitel CX Ignite, MCX Version 1.0.0.0, CX Ignite Version 1.0.1400 as of April 2025. This document is provided "AS IS" for informational purposes only, and does not constitute legal advice, nor is it intended to represent a certification for compliance. The information reflects the product as of the date of this report and covers all previous versions and is subject to change without notice. Updates will be made available in the same way as this one. No liability is assumed for the accuracy of this document, or the decisions made based on its content.

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