

Mitel Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

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.

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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.

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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)

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

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
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. 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

Criteria	Conformance Level	Remarks and Explanations
		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.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not applicable	There is no character key shortcut in Ignite.
2.2.1 Timing Adjustable (Level A)	Supports	In Ignite, there is no timing adjustment function.
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	In Ignite, the auto-updating information that indicates to reconnect is an activity where it is essential when losing connection.
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. 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.

Criteria	Conformance Level	Remarks and Explanations
		Links have their link text alone or provide link purpose.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not applicable	Ignite does not require any path-based pointer gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Not applicable	Ignite does not require any path-based pointer gestures.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	This requirement is fully met. For user interface components with labels that include text or images of text, the name contains the text that is presented visually and accessed by screen readers.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not applicable	Ignite does not have functionalities operated by device motion or user motion.
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.
3.2.6 Consistent Help (Level A 2.2 only)	Not applicable	There is no help mechanism repeated in a set of webpages in Ignite.
3.3.1 Error Identification (Level A)	Not applicable	Ignite does not automatically detect input errors.
3.3.2 Labels or Instructions (Level A)	Supports	This requirement is fully met. Ignite provides labels or instructions when content requires user input.
3.3.7 Redundant Entry (Level A 2.2 only)	Not applicable	Ignite does not apply to redundant entry in any

Criteria	Conformance Level	Remarks and Explanations
		scenarios.
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and 2.1, 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 .
4.1.2 Name, Role, Value (Level A)	Partially supports	<p>This requirement is partially met.</p> <p>Ignite provides the correct names, role, state, and other important accessibility information for all user interface components.</p> <ul style="list-style-type: none"> 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”. <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.</p>

Table 2: Success Criteria, Level AA

Notes:

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.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Not Applicable	Ignite does not have built-in settings for orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	This requirement is fully met. Ignite provides information of the purpose on input fields and can be programmatically determined.
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.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	This requirement is only partially met. Many contents cannot be presented (in one column) when the browser is scaled to 400%, such as busy codes, History, Cases, Queues, Contacts, Profile in Options, etc. It may affect users with low vision who need to increase text size in content.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	This requirement is fully met. Non-text content including user interface components and graphical objects follows a contrast ratio of at least 3:1 against

Criteria	Conformance Level	Remarks and Explanations
		adjacent color.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	This requirement is fully met. The content implemented using markup languages supports the space rules and has no loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	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.
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. <ul style="list-style-type: none"> Some UI components do not have an obvious focus box, such as all the buttons and checkboxes in blue colors. These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met.

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		Ignite ensures when an item gets keyboard focus, the component is not entirely hidden.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	This requirement is fully met. The functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. The sizes of the targets for pointer inputs are at least 24 by 24 CSS pixels.
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.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. Ignite does not make people solve, recall, or transcribe something to log in.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	This requirement is fully met. The status messages in Ignite can be closed.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

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.