GENESYS™

Genesys Accessibility Conformance Report

Revised Section 508 Edition or WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Genesys Cloud

Report Date: November 2021

Product Description: Genesys Cloud is a suite of cloud services for enterprise-grade communications, collaboration, and contact center management. Genesys Cloud is built on top of Amazon Web Services (AWS) and uses a distributed cloud environment that provides secure access to organizations around the world with a marginal IT footprint.

Contact Information: Accessibility-GenesysCloud@genesys.com

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.

Evaluation Methods Used: Manual testing using screen readers such as VoiceOver, NDVDA, and JAWS and with automated tools and browser plugins such as axe and accessibility insights.

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.

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

- Chapter 6 – 602.3 Electronic Support Documentation

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)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	Most graphics within Genesys Cloud have text descriptions. However, there are a few exceptions where text descriptions are missing.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	Genesys Cloud does include any prerecorded audio or video the web user interface.

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	Genesys Cloud does not include any prerecorded audio or video, and thus does not provide any capabilities or defining audio descriptions for content.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Genesys Cloud does not contain any prerecorded audio or video.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most visual structure and relationship information is provided through object information or is available in text.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Overall Genesys Cloud follows a correct reading sequence that can be programmatically determined. However, tabbing navigation does not accurately flow and show accurate state under all circumstances.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most instructions do not rely solely on sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most of Genesys Cloud meets the correct contrast ratio with only a few minor exceptions.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The only use of audio that lasts more than 3 seconds is the use of ringtones for incoming calls or video collaboration, in both cases incoming media may be declined or accepted, which halts those audio attributes. Otherwise, Genesys Cloud does not use any sounds longer than 3 seconds.

2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most areas of Genesys Cloud are operable with a keyboard, but some inputs and actions are inaccessible using only a keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	When only using a keyboard, most of Genesys Cloud is accessible. However, sometimes important elements on the page are skipped and there no way to navigate to all elements on the page.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Time limits can be adjusted by an admin.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most of Genesys Cloud's content does not include elements that move, blink, or auto update.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Genesys Cloud does not contain any content that flashes at a rate of greater than three times per second.
2.4.1 Bypass Blocks (Level A) Also applies to: 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	Does Not Support	Genesys Cloud does not provide any mechanism for bypassing repeated blocks of content.

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	Each center stage route of Genesys Cloud provides a relevant page title. However, any sidebar activity does not trigger a change in the page title, and not all web components update the page title as expected.

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	Genesys Cloud does support focus order however some tab ordering does not preserve intent and meaning.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	The purpose of Genesys Cloud links can be determined by the link text and content alone with only a few exceptions.

3.1.1 Language of Page (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	The default language of the Genesys Cloud is identified using the lang attribute in the html element, which is "en".

3.2.1 On Focus (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Genesys Cloud doesn't change context based on focused events.

3.2.2 On Input (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	A change of context does not occur automatically on user input.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Genesys Cloud identifies errors, but in some circumstances those errors are not accessible to screen readers.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most items are adequately labelled.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	All html elements are properly nested and have complete start and end tags. Most ids are unique.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some Genesys Cloud elements are missing appropriate roles.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Genesys Cloud does contain any live synchronized media. Note: Content that is uploaded by end users to Genesys Cloud are out of scope.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Genesys Cloud does not contain any pre-recorded video content that would require audio descriptions. Note: Content that is uploaded by end users to Genesys Cloud are out of scope.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Color contrast ratio is insufficient for a few cases.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some interfaces have obscured content when zoom is increased to 200%.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Genesys Cloud does not have images of text.
2.4.5 Multiple Ways (Level AA) Also applies to: 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	Partially Supports	There are a few circumstances where the site hierarchy can become challenging to navigate.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Partially Supports	Some pages could benefit headings and a few items are missing labels.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most of the focusable elements have a visible focus indicator.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Genesys Cloud contains the correct language attributes to ensure language can be programmatically determined.
3.2.3 Consistent Navigation (Level AA) Also applies to: 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	Supports	Genesys Cloud provides consistent and repeatable navigation. The same order is presented each time the site is accessed.
3.2.4 Consistent Identification (Level AA) Also applies to: 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	Supports	All parts of Genesys Cloud are identified consistently.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some error messages would benefit from having suggestions added.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Partially Supports	Warnings are explicitly given for actions that will incur costs.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply		Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply		Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply		Web:
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply		Web:
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply		Web:
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply		Web:
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply		Web:
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply		Web:
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply		Web:
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply		Web:
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply		Web:
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply		Web:
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply		Web:

Criteria	Conformance Level	Remarks and Explanations
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply		Web:
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply		Web:
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply		Web:
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply		Web:
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply		Web:
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply		Web:
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply		Web:
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply		Web:
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply		Web:
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply		Web:

Revised Section 508 Report

Notes:

Chapter 3: **Functional Performance Criteria** (FPC)

Notes: For remarks and explanations see above tables 1 and 2 for success criteria for level A and AA.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	
302.2 With Limited Vision	Partially Supports	
302.3 Without Perception of Color	Partially Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	
302.8 With Limited Reach and Strength	Partially Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	

Chapter 4: **Hardware**

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		

Criteria	Conformance Level	Remarks and Explanations
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General		
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General		
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General		
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General		
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		

Criteria	Conformance Level	Remarks and Explanations
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General		
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General		
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		

Criteria	Conformance Level	Remarks and Explanations
415.1.2 Audio Description Controls		

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.0](#) section	See information in WCAG 2.0 section
[502 Interoperability with Assistive Technology](#)	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
[503 Applications](#)	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
[504 Authoring Tools](#)	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See [WCAG 2.0](#) section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

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		
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG 2.0 section
602.4 Alternate Formats for 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		
603.3 Accommodation of Communication Needs		

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 alternation, 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 may, 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.