

Genesys Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Genesys Cloud Agent Interactions

Report Date: Oct 2022

Product Description: Genesys Cloud omnichannel agent desktop is a single user interface that unifies the agent experience across voice, digital, messaging, and social channels. It puts the customer at the center of every conversation and provides a set of tools to help drive customer satisfaction and agent efficiency.

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 (No) Level AA (No) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 2.0 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
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	The site provides sufficient text alternatives for most instances of non-text content.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	User generated input is out of scope.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	User generated input is out of scope.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	User generated input is out of scope.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Relationships are clear from structure.

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	The site content is presented in a meaningful sequence.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Most instructions do not rely solely on sensory characteristics.
<u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Color is not used as the only mode of information, information accompanied by text or animation.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The site does not contain audio that plays automatically.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Support	Most site pages can be operated using a keyboard, however some pages are inaccessible using the keyboard. Exceptions include: Focus should be returned to the control that opened a popover/modal dialog when it is closed <ul style="list-style-type: none"> - Cannot access toasts with keyboard. - Need Aria-live support

Criteria	Conformance Level	Remarks and Explanations
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	The site does not include keyboard traps.
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Time limits can be adjusted by admin.
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Some toast notifications after presented after certain actions such as validations. They do not currently notify screen readers when they are presented. <ul style="list-style-type: none"> Need Aria-live support
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	The site does not contain flashing content.
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 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 	Web: Support	Skip Links have been added to give users a more streamlined experience

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	Site has titles not tied to interactions.
<u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	No issues with focus order with focusable items.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Most link purposes in the site can be determined from the link text alone. Exceptions include: <ul style="list-style-type: none"> • Additional information required on help links to inform the user that a new tab will open once selected • Additional alternative text on links, buttons, tabs would better convey the action if the link is selected
<u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	The default language of the site's webpage is identified using the lang attribute in the html element, which is "en".
<u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	The site's components do not initiate a change of context when focused.

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Changing settings does not change context of interface components.
<u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	In most cases errors are automatically detected, the error is identified, and an error message is provided as text. Exceptions include: <ul style="list-style-type: none"> • Assisted technologies are not notified of: <ul style="list-style-type: none"> ○ Toast notifications ○ Form validations. A required field asterisk character would also benefit assistive technologies.
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	A label is provided for all of the site's input fields.
<u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	The site's webpage: <ul style="list-style-type: none"> • uses semantically correct markup for all interface elements • all the HTML elements are properly nested • have complete start and end tags • and where necessary, have tags with unique ID values
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	All user interface components in the site provide programmatic name and/or state information.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The site does not contain live synchronized media
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The site does not contain pre-recorded video content that would require audio description.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Agent UI text in the site meets minimum contrast requirements. <ul style="list-style-type: none"> - Accept time makers, chat prompts, and placeholder texts
<u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Most site content and user interfaces support standard zoom capabilities built into modern web browsers and operating systems. However, Interactions' side bars make no room for center content zoomed in to 200%
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	No images as text.

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 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 	Web: Supports	Interactions is a step in webpage.
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Most headings and labels in the site are descriptive. Improvements include: <ul style="list-style-type: none"> Additional text descriptions would better assist screen readers with more verbose context
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Components have a visible keyboard focus indicator.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	The site supports multiple languages. Within the site's webpage, the language of each portion of the page is programmatically determinable and displayed as per the selected language of the user.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 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 	Web: Supports	The site provides consistent and repeatable navigation. The same order is presented each time the site is accessed.

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 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 	Web: Supports	Components that have the same functionality within the site are identified consistently by their text.
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Some error suggestions could be clearer.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	None needed on Interactions.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>1.2.9 Audio-only (Live)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.7 Low or No Background Audio</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>1.4.8 Visual Presentation</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>2.2.3 No Timing</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>2.2.4 Interruptions</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>2.2.5 Re-authenticating</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>2.3.2 Three Flashes</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>2.4.8 Location</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>2.4.10 Section Headings</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>3.1.3 Unusual Words</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>3.1.4 Abbreviations</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>3.1.5 Reading Level</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>3.1.6 Pronunciation</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>3.2.5 Change on Request</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>3.3.5 Help</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:

Criteria	Conformance Level	Remarks and Explanations
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The site uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of elements to Assistive Technologies. Core features and controls are reachable using the keyboard alone and announced by assistive technology. Refer to the following WCAG 2.0 section for more details regarding exceptions.
302.2 With Limited Vision	Supports	Core features and controls are reachable using the keyboard alone and announced by assistive technology. Refer to the following WCAG 2.0 section for more details regarding exceptions.
302.3 Without Perception of Color	Supports	Site does not use color as only means of conveying information. Refer to the following WCAG 2.0 section for more details regarding exceptions.
302.4 Without Hearing	Supports	Users have modes of communications other than audio.
302.5 With Limited Hearing	Supports	Users have modes of communications other than audio.
302.6 Without Speech	Supports	Users have modes of communications other than voice.
302.7 With Limited Manipulation	Supports	Site supports standard input mechanisms such as user-provided keyboards and pointing devices. Refer to the following WCAG 2.0 section for more details regarding exceptions.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	The site does not use simultaneous actions for operations or information retrieval. Actions within the system can be executed either by mouse or simple keystrokes (e.g., tab, space, alpha keys, Alt). Refer to the following WCAG 2.0 section for more details regarding exceptions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	This site does not function in a way that is prohibitive to users with cognitive or learning impairments.

Chapter 4: [Hardware](#)

Notes: The site is a web application and is not subject to the requirements of this section

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		
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		

Criteria	Conformance Level	Remarks and Explanations
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General		
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
<u>407.3 Input Controls</u>	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		
<u>407.8 Reach Height and Depth</u>	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		
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General		
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General		

Criteria	Conformance Level	Remarks and Explanations
<i>411 Audible Signals</i>	Heading cell – no response required	Heading cell – no response required
411.1 General		
<i>412 ICT with Two-Way Voice Communication</i>	Heading cell – no response required	Heading cell – no response required
<i>412.2 Volume Gain</i>	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		
<i>412.3 Interference Reduction and Magnetic Coupling</i>	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		
<i>412.8 Legacy TTY Support</i>	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		
<i>413 Closed Caption Processing Technologies</i>	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		
<i>414 Audio Description Processing Technologies</i>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
<i>415 User Controls for Captions and Audio Descriptions</i>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

Chapter 5: [Software](#)

Notes: The site is a web application and is not subject to the requirements of this section

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
<i>502 Interoperability with Assistive Technology</i>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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		
<u>503 Applications</u>	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		
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
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	Does not Support	Electronic documentation must be updated to include: <ul style="list-style-type: none"> • accessibility features that are built-in • accessibility features that provide compatibility with assistive technology. End-users with disabilities can request product support documentation by contacting Genesys.
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	Partially Supports	End-users with disabilities can request product support documentation by contacting Genesys.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	End-users with disabilities can request product support documentation by contacting Genesys.
603.3 Accommodation of Communication Needs	Partially Supports	End-users with disabilities can request product support documentation and assistance by contacting Genesys.

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.