

## Cisco Accessibility Conformance Report VPAT® Version 2.0

**Name of Product/Version:** Cisco Unified Contact Center Express v11.6 (2)

**Date:** August 31, 2018

**Product Description:** Cisco Unified Contact Center Express helps deliver each of your contacts to the right agent the first time. It enables this accuracy with sophisticated business rules for inbound and outbound voice, email, web chat, and customer interaction management. Cisco Unified Contact Center Express also offers numerous agent and desktop services and can scale to larger, more demanding environments.

**Contact Information:** [accessibility@cisco.com](mailto:accessibility@cisco.com)

**Evaluation Method Used:** The following testing was done on a Windows 10 with Freedom Scientific's JAWs screen reader v18, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

### Summary Table - Voluntary Product Accessibility Template

Standard/Guideline	Included In Report	Remarks and Explanations
W3C WCAG 2.0 Level A and AA for Web application	Included	
Section 508 Chapter 3: Functional Performance Criteria	Included	
Section 508 Chapter 4: Hardware	Not Applicable	
W3C WCAG 2.0 Level A and AA for Software application	Not Applicable	
Section 508 Chapter 5: Software	Not Applicable	
W3C WCAG 2.0 Level A and AA for Documentation	Included	
Section 508 Chapter 6: Support Documentation and Services	Included	

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## W3C WCAG 2.0 Level A and AA for Web Application – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	Some non-text elements on the pages do not have text alternatives.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no pre-recorded audio-only or video-only content.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	There is no pre-recorded audio or video.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	There is no pre-recorded audio or video.
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no live audio or video.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	There is no pre-recorded audio content.
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Some data tables do not fully support the screen reader software. There are no headings defined on the pages.
1.3.2 (A)	Meaningful Sequence	Supports with Exceptions	The content in some pages cannot be navigated in a meaningful sequence.
1.3.3 (A)	Sensory Characteristics	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	Some texts do not meet the minimum contrast ratio.
1.4.4 (AA)	Resize Text	Supports with Exceptions	Some pages do not support the browser's zoom functionality.
1.4.5 (AA)	Images of Text	Supports	
2.1.1 (A)	Keyboard	Supports with Exceptions	Some elements in the pages cannot be accessed by using the keyboard alone.
2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Supports	
2.2.2 (A)	Pause, Stop, Hide	Supports	
2.3.1 (A)	Three Flashes or Below Threshold	Supports	
2.4.1 (A)	Bypass Blocks	Supports with Exceptions	A method to skip repetitive navigation links is not provided.
2.4.2 (A)	Page Titled	Supports	

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2.4.3 (A)	Focus Order	Supports with Exceptions	The focus order is not logical on some elements on the page.
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Supports with Exceptions	There is only one way provided to locate the content on the pages.
2.4.6 (AA)	Headings and Labels	Supports with Exceptions	There are no headings defined in some pages.
2.4.7 (AA)	Focus Visible	Supports with Exceptions	The focus is not visible on some elements on the page.
3.1.1 (A)	Language of Page	Supports with Exceptions	The language attribute is not defined in the html element.
3.1.2 (AA)	Language of Parts	Not Applicable	There is only one language used.
3.2.1 (A)	On Focus	Supports	
3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Supports	
3.2.4 (AA)	Consistent Identification	Supports	
3.3.1 (A)	Error Identification	Supports	
3.3.2 (A)	Labels or Instructions	Supports with Exceptions	Some required fields are not announced correctly by the screen reader software.
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Supports	
4.1.1 (A)	Parsing	Supports	
4.1.2 (A)	Name, Role, Value	Supports with Exceptions	The name and role for some of the elements are not announced correctly by the screen reader software.

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## Section 508 Chapter 3: Functional Performance Criteria – Detail

Criteria	Description	Status	Remarks and Explanations
302.1	Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports with Exceptions	The product does not fully support users without vision, please see “W3C WCAG 2.0 Level A and AA for Web Application” table for more details.
302.2	With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supports with Exceptions	The product does not fully support users with limited vision, please see “W3C WCAG 2.0 level A and AA for Web Application” table for more details.
302.3	Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports with Exceptions	The product does not fully support users with limited vision, please see “W3C WCAG 2.0 level A and AA for Web Application” table for more details.
302.4	Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	
302.5	With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	
302.6	Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	
302.7	With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports with Exceptions	The product does not fully support users with limited manipulation, please see “W3C WCAG 2.0 level A and AA for Web Application” table for more details.

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302.8	With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	
302.9	With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports with Exceptions	Support for users with limited language, cognitive, and learning abilities is vary and depends on the user's experience.

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## W3C WCAG 2.0 Level A and AA for Documentation – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	Some images do not have text alternatives.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no pre-recorded audio-only or video-only content.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	There is no pre-recorded audio or video.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	There is no pre-recorded audio or video.
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no live audio or video.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	There is no pre-recorded audio content.
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Some data tables do not fully support the screen reader users.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Supports	
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Supports	
2.1.1 (A)	Keyboard	Supports	
2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Supports	
2.2.2 (A)	Pause, Stop, Hide	Supports	
2.3.1 (A)	Three Flashes or Below Threshold	Supports	
2.4.1 (A)	Bypass Blocks	Supports	
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Supports with Exceptions	Some elements in the pages do not have logical focus order.
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Supports	
2.4.6 (AA)	Headings and Labels	Supports	

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2.4.7 (AA)	Focus Visible	Supports	
3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Not Applicable	There is only one language used.
3.2.1 (A)	On Focus	Supports	
3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Supports	
3.2.4 (AA)	Consistent Identification	Supports	
3.3.1 (A)	Error Identification	Supports	
3.3.2 (A)	Labels or Instructions	Supports	
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Supports	
4.1.1 (A)	Parsing	Supports	
4.1.2 (A)	Name, Role, Value	Supports	

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## Section 508 Chapter 6: Support Documentation and Services – Detail

Criteria	Description	Status	Remarks and Explanations
602.2	Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Does Not Support	The document does not provide a list of product accessibility features in the document.
602.3	Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.	Supports with Exceptions	See “WCAG 2.0 Level A and AA” table for documentation.
602.4	Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	
603.2	Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	Contact Cisco accessibility team via email, <a href="mailto:accessibility@cisco.com">accessibility@cisco.com</a> for more information.
603.3	Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Cisco conforms through equal facilitation. Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form. All cases open through email or web are opened as Priority 3 cases. All Priority 1 or Priority 2 case can only be opened via the telephone. TTY users must call the Text Relay Service (TRS) by dialing 711 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice.

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## Supporting Feature (Status) Terminology

The result of "Accessibility Testing" assists in the determination of the Supporting Features.

Supporting Features or Status	Description
Supports	Use this language when you determine the product fully meets the intent of the criteria or meets with equivalent facilitation. If the product meets equivalent facilitation, please document it in the "Remarks and Explanations" column.
Supports with Exceptions	Use this language when you determine the product does not fully meet the intent of the criteria, but provides some level of access relative to the criteria. Please document the exception in the "Remarks and Explanations" column.
Does not Support	Use this language when you determine the product does not meet the intent of the criteria. Please document the reason in the "Remarks and Explanations" column.
Not Applicable	Use this language when you determine that the criteria do not apply to the specific product. For example, many web applications do not have video content the "Not Applicable" can be used. Please state, "The application does not have any video content" in the "Remarks and Explanations" column.
Not Evaluated	Use this language when the product has not been evaluated.

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