### Date: June 14,2012 Name of Product: Cisco Unified Customer Voice Portal 9.0 Contact for more Information: Sunil Vashist, [svashist@cisco.com](mailto:svashist@cisco.com)

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### Summary Table - Voluntary Product Accessibility Template

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| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| Section 1194.21 Software Applications and Operating Systems | Included | To obtain VPATs for Cisco Video Advantage and CTI OS Desktop, submit your to [accessibility@cisco.com](mailto:accessibility@cisco.com). |
| Section 1194.22 Web-based internet information and applications | Included | There are 3 web based interfaces for CVP 9.0:  1. Operations, Administration, Management, and Provisioning (OAMP) (Management Console) |
| Section 1194.23 Telecommunications Products | Included |  |
| Section 1194.24 Video and Multi-media Products | Not Applicable |  |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable |  |
| Section 1194.26 Desktop and Portable Computers | Not Applicable |  |
| Section 1194.31 Functional Performance Criteria | Included |  |
| Section 1194.41 Information, Documentation and Support - Detail | Included |  |

For more information on Cisco Unified Customer Voice Portal visit <http://www.cisco.com/go/cvp>.

### Section 1194.22 Web-based internet information and applications – Detail

### Cisco Voice Portal – OAMP, Video Media Server (VMS) Admin, and VMS Agent

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| **508 Clause** | **Criteria** | **Status** | **Remarks and Explanations** |
| 1194.22(a) | A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content). | Supports with Exceptions | There are instances where images do not have alternative text equivalents. |
| 1194.22(b) | Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Supports | The Cisco Video Desktop, video enabled agents, provides Closed Captioning capabilities through the integration of RADVISION Interact Video Platform. |
| 1194.22(c) | Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | Supports |  |
| 1194.22(d) | Documents shall be organized so they are readable without requiring an associated style sheet. | Supports with Exceptions | The horizontal menu navigation is dependent on CSS and doesn’t work with CSS turned off. Additionally, the web colors cannot be disabled through the Browser Accessibility features.  However, the text size and font style can be changed via the Browser. |
| 1194.22(e) | Redundant text links shall be provided for each active region of a server-side image map. | Not Applicable |  |
| 1194.22(f) | Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape. | Not Applicable |  |
| 1194.22(g) | Row and column headers shall be identified for data tables. | Supports | Data tables use the <th> tag for column headers, but do not use summary tags. |
| 1194.22(h) | Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers. | Not Applicable | No instances of two or more logical levels of row or column headers. |
| 1194.22(i) | Frames shall be titled with text that facilitates frame identification and navigation. | Not Applicable | No instance of frames |
| 1194.22(j) | Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | Supports | No instances of blinking or flashing objects within the danger range of 2Hz to 55Hz. |
| 1194.22(k) | A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | Not Applicable |  |
| 1194.22(l) | When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology. | Supports |  |
| 1194.22(m) | When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l). | Supports |  |
| 1194.22(n) | When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | Supports |  |
| 1194.22(o) | A method shall be provided that permits users to skip repetitive navigation links. | Does Not Support | No Skip navigation feature. |
| 1194.22(p) | When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Supports |  |

## Section 1194.23 Telecommunications Products

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| **Clause** | **Criteria** | **Status** | **Comments** |
| 1194.23(a) | Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use. | Not Applicable | Mechanical components are not located near end users. |
| 1194.23(b) | Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols. | Supports | Supports industry standard codecs including G.711 -communications are compatible with TTY and TDD signal protocols. |
| 1194.23(c) | Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs. | Supports | Optional software applications provide the 'TTY modem tone' prompt set needed to display text for the TTY user. |
| 1194.23(d) | Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required. | Supports | Permits configuration of response and multiple option time intervals. |
| 1194.23(e) | Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays. | Supports when combined with compatible Assistive Technology | Optional software applications provide the 'TTY modem tone' prompt set needed to display text for the TTY user. |
| 1194.23(f) | For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided. | Not Applicable | This clause is intended to apply to end-user telephones, not IVR. FCC Part 68 (TIA 968) prohibits end-user adjustable gain across a public telephone network call. Gain may not exceed an absolute playback level of -9dBm into the public telephone network. |
| 1194.23(g) | If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use. | Not Applicable | This clause is intended to apply to end-user telephones, not IVR. FCC Part 68 (TIA 968) prohibits end-user adjustable gain across a public telephone network call. Gain may not exceed an absolute playback level of -9dBm into the public telephone network. |
| 1194.23(h) | Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided. | Not Applicable | This clause is intended to apply to end-user telephones, not IVR. |
| 1194.23(i) | Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product. | Not Applicable | This clause is intended to apply to end-user telephones, not IVR. |
| 1194.23(j) | Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery. | Supports | Supports industry standard codecs including G.711 -Communications are provided in a usable format. |
| 1194.23(k1) | Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys. | Not Applicable | Mechanical components are not located near end users. IVR features are accessible to end-users via telephone/TTY user interfaces. |
| 1194.23(k2) | Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum. | Not Applicable | Mechanical components are not located near end users. IVR features are accessible to end-users via telephone/TTY user interfaces. |
| 1194.23(k3) | Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character. | Not Applicable | Mechanical components are not located near end users. IVR features are accessible to end-users via telephone/TTY user interfaces. |
| 1194.23(k4) | Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound. | Not Applicable | Mechanical components are not located near end users. IVR features are accessible to end-users via telephone/TTY user interfaces. |

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## Section 1194.31: Functional Performance Criteria - Detail

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| **Clause** | | **Criteria** | **Status** | **Comments** |
| 1194.31(a) | At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided. | | Supports with Exceptions | IVR is, by default, accessed by audio and video. The Audio IVR is fully accessible to individuals who are blind or visually impaired. Exceptions for Cisco Voice Portal – OAMP, |
| 1194.31(b) | At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided. | | Supports with Exceptions | IVR is, by default, accessed by audio means via telephone user interfaces that do not require user vision. Exceptions for Cisco Voice Portal – OAMP, see remarks in 1194.22 (d) |
| 1194.31(c) | At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided | | Supports | IVR supports industry standard codecs including G.711 and can record TTY tones for prompts. TTY users can respond to the IVR by DTMF tones. |
| 1194.31(d) | Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided. | | Not Applicable | This is intended to apply to end-user equipment., not IVR. FCC Part 68 (TIA 968) prohibits end-user adjustable gain across a public telephone network call. |
| 1194.31(e) | At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided. | | Supports | IVR accepts input via telephone DTMF button presses. |
| 1194.31(f) | At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. | | Supports |  |

### Section 1194.41: Information, Documentation and Support

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| **508 Clause** | **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| 1194.41(a) | Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge | Supports | Accessible documentation is available through Cisco Technical Assistance Center (TAC) upon request. |
| 1194.41(b) | End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. | Supports | Accessible documentation is available through Cisco Technical Assistance Center (TAC) upon request. |
| 1194.41(c) | Support services for products shall accommodate the communication needs of end-users 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 and have the TRS agent contact Cisco TAC via voice. |