GENESYS™

Genesys Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Genesys Cloud Web Messenger

Report Date: Nov 2023

Product Description: Messenger is a predefined web client that enables end-users to establish messaging conversions with bots and agents and provides an enhanced customer experience by engaging the users with a conversational messaging experience.

Contact Information: Accessibility-GenesysCloud@genesys.com

Notes:

Evaluation Methods Used: Both manual and using tools like WAVE, Chrome Audit Tool, Web AIM contrast Checker and Axe.

_____

"Voluntary Product Accessibility Template" and "VPAT" are registered

service marks of the Information Technology Industry Council (ITI)

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)

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 2.1 Level AAA.

.

WCAG 2.1 Report – Level A and AA for Genesys Cloud Web Messenger and Cobrowse for Web Messaging

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	For all the non-text contents like images, icons, and buttons in Web Messenger and Cobrowse, text alternatives were provided using aria-label, arialabelledby and alt attributes.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Web Messenger and Cobrowse does not have own audio or video content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	By default, Web Messenger and Cobrowse does not contain videos.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Web Messenger and Cobrowse does not produce its own audio or video content.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Supports	Web Messenger and Cobrowse conveys information, structure, and relationships by accessible methods providing ARIA landmarks and appropriate role attributes using semantic markup, using aria-labelledby or aria -describedby attributes to associated elements.
1.3.2 Meaningful Sequence (Level A)	Supports	Web Messenger and Cobrowse presents content in a logical order for a correct reading sequence and navigation order. Note: Web Messenger reading sequence and navigation order is from bottom to top for messages within the transcript area and Quick replies.
1.3.3 Sensory Characteristics (Level A)	Supports	Web Messenger and Cobrowse conveys all the information visually in text so that a person who is visually impaired can still understand, regardless of icons and colors.
1.4.1 Use of Color (Level A)	Supports	Web Messenger and Cobrowse does not solely depend on colored text to convey any information, indicating an action, prompting a response or distinguishing a visual element. Icons are accommodated to give cues, but they also contain text associated with them.
1.4.2 Audio Control (Level A)	Not Applicable	By default, no audio content is available in Web Messenger and Cobrowse.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Supports	All the active elements in Web Messenger Cobrowse are in the focus order and operable through a keyboard only interface via the standard tab key as required by the criteria.
2.1.2 No Keyboard Trap (Level A)	Supports	Web Messenger does not contain keyboard traps. When showing the overlay modal content, the standard exit method is supported via "Esc" key.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Web Messenger and Cobrowse does not implement any single character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Not Applicable	There is an option to extend your conversation session time by simply sending a message. But you will not be notified when your session is about to expire. Please note: The session time will be sufficient; you will not be under any severe pressure to complete a data entry task within a short period of time.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	By default, Web Messenger and Cobrowse does not play any content automatically.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Partially Supports	Web Messenger does not have any flashing content. Cobrowse have flashing content on user click only which meets the criteria of three flashes rule.
2.4.1 Bypass Blocks (Level A)	Not Applicable	Web Messenger and Cobrowse does not have any navigation menus or multiple web pages to provide an option for skipping the contents.
2.4.2 Page Titled (Level A)	Supports	Web Messenger and Cobrowse has its own title in the iFrame.
2.4.3 Focus Order (Level A)	Supports	Web Messenger and Cobrowse contains focusable components which receive focus in an order that preserves meaning and operability, allowing user to tab through the elements of the Web Messenger in a logical order.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Web Messenger and Cobrowse meets the criteria where link texts are provided to describe the purpose of the links, labels are added on the buttons and alt text attribute exists on all the images.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	Web Messenger and Cobrowse does not provide any maps content or similar feature that requires pinch and zoom feature with an alternative of providing plus and minus button.

For content sliders, vertical scrollbars are shown along with Web Messenger. By default, scrolling can be performed with a single touch anywhere in the scrollable track area meeting the single point navigation requirement. |
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Web Messenger and Cobrowse meets the criteria where the completion of an action is on the 'upevent' that allows the user to abort the function execution before the action is completed.
2.5.3 Label in Name (Level A 2.1 only)	Supports	All Web Messenger and Cobrowse user interface components have labels that include text or images of text and contain the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	Web Messenger and Cobrowse does not have any motion supported inputs.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Partially Supports	Web Messenger supports providing internationalization content. The global "lang" attribute will usually be available on the customer page and the same can be configured in Web Messenger. All the Cobrowse languages are currently aligned left to right, including the RTL languages like Arabic and Hebrew.
3.2.1 On Focus (Level A)	Supports	Web Messenger and Cobrowse does not initiate change of context leading to unexpected behavior when any component receives focus.
3.2.2 On Input (Level A)	Supports	Web Messenger does not initiate a change of context without informing the user ahead of time. In the scenario of attaching the file through file upload button, System's file explorer dialog is opened, and the user is informed.
3.3.1 Error Identification (Level A)	Supports	Web Messenger provides clear indication of errors in the alert dialogs, referencing the specific errors in the text description.
3.3.2 Labels or Instructions (Level A)	Supports	Web Messenger provides labels or instructions when content requires user input.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A)	Supports	Web Messenger and Cobrowse uses well-formed markup and provides error-free HTML.
4.1.2 Name, Role, Value (Level A)	Supports	All the user interface components in Web Messenger and Cobrowse expose the correct names, roles, values, states and arialabels.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Web Messenger and Cobrowse does not contain live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Web Messenger and Cobrowse does not produce its own audio content. Although it supports integrating third party videos that has audio, Web Messenger cannot provide alternative content for it.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Web Messenger and Cobrowse conveys the same information irrespective of any device orientation such that no information is specific to a particular orientation.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Not Applicable	Web Messenger and Cobrowse does not support autocomplete feature.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Web Messenger supports providing the minimum contrast ratio.
1.4.4 Resize text (Level AA)	Supports	Web Messenger and Cobrowse supports meeting the criteria where there is no loss of content or information when the browser zoom is set to 200% of its initial size.
1.4.5 Images of Text (Level AA)	Not Applicable	Web Messenger and Cobrowse does not make use of images with text.
1.4.10 Reflow (Level AA 2.1 only)	Supports	Web Messenger and Cobrowse supports responsive design and represents the content without loss of information or functionality and does not require to scroll in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	Web Messenger and Cobrowse supports minimum contrast ratio for images and icons.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	Web Messenger and Cobrowse meets adjusting the text content with CSS without the loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Web Messenger and Cobrowse displays the tooltip information when hovered on to relevant content through mouse or keyboard. When tooltip is present, it is also hoverable, dismissible and persistent.
2.4.5 Multiple Ways (Level AA)	Supports	There are multiple ways to reach the Web Messenger i.e., through launcher button in UI and other built-in native buttons provide multiple options for opening the Web Messenger.
2.4.6 Headings and Labels (Level AA)	Supports	Web Messenger and Cobrowse provides headings and labels that are clear and consistent, accurately describing the topic or purpose.
2.4.7 Focus Visible (Level AA)	Supports	All focused elements in Web Messenger and Cobrowse have a border that visually indicates what is focused. In Web Messenger, when the text area is focused, text cursor is present along with a visual border indicator on the form field.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA)	Not Applicable	Web Messenger and Cobrowse does not contain changes in language.
3.2.3 Consistent Navigation (Level AA)	Supports	Web Messenger and Cobrowse uses consistent navigation methods.
3.2.4 Consistent Identification (Level AA)	Supports	Web Messenger and Cobrowse uses consistent icons and buttons across the features that have the same functionality.
3.3.3 Error Suggestion (Level AA)	Supports	In Web Messenger, whenever an error is detected and suggestions for the correction are known, then the suggestions are provided to the user in an alert dialog box. These alert dialogs include appropriate role, that helps to be identified by assistive technologies.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Web Messenger and Cobrowse does not make legal or financial transactions.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	Web Messenger indicates the status messages clearly through role or similar properties that can be presented to the user by assistive technologies without receiving focus. Web Messenger uses aria-live attribute to announce new messages as they come.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only)	Not Evaluated	
1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	
1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	
2.2.3 No Timing (Level AAA)	Not Evaluated	
2.2.4 Interruptions (Level AAA)	Not Evaluated	
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Not Evaluated	
2.3.2 Three Flashes (Level AAA)	Not Evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
2.4.8 Location (Level AAA)	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	
2.4.10 Section Headings (Level AAA)	Not Evaluated	
2.5.5 Target Size (Level AAA 2.1 only)	Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Not Evaluated	
3.1.3 Unusual Words (Level AAA)	Not Evaluated	
3.1.4 Abbreviations (Level AAA)	Not Evaluated	
3.1.5 Reading Level (Level AAA)	Not Evaluated	
3.1.6 Pronunciation (Level AAA)	Not Evaluated	
3.2.5 Change on Request (Level AAA)	Not Evaluated	
3.3.5 Help (Level AAA)	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	

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 will, 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.