



Genesys Messenger Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Genesys Cloud Web Messenger v2.1.0

Report Date: July 2023

Product Description: Messenger enables web messaging by providing a predefined messenger client that customers use to interact with bots and agents. It provides an enhanced customer experience by engaging the users with a conversational messaging experience. It also leverages the proactive nature of Predictive Engagement to offer messaging at the right time.

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Notes: The scope of this VPAT includes the Web Messenger and Cobrowse for Web Messaging applications.

Evaluation Methods Used: Manual testing using screen readers such as VoiceOver, NVDA, and JAWS. Automated testing using tools like WAVE, Chrome Audit Tool, Web AIM contrast checker and Axe.

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
<p>1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	All images uploaded by users will be denoted with alt text describing the file name. All UI icons and controls have appropriate aria text description labels.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	This product does not include any prerecorded audio or video content.

<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>This product does not include any prerecorded audio or video, and thus does not provide any capabilities defining audio descriptions for content.</p>
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Criteria	Conformance Level	Remarks and Explanations
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>This product does not contain any prerecorded audio or video.</p>
<p>1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Headings and WAI-ARIA landmarks are used throughout to help create a definitive structured layout that follows a clear hierarchical order. Uses appropriate role attributes for semantic markup and aria-labelledby or aria-describedby attributes to associate elements.</p>

<p>1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>This product presents content in a logical order for a correct reading sequence and navigation order.</p> <p>Note: Web Messenger reading sequence and navigation order is from bottom to top for messages within the transcript area and Quick replies.</p>
<p>1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>This product conveys all the information visually in text so that a person who is visually impaired can still understand, regardless of icons and colors.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.1 Use of Color (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>This product doesn't 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.</p>

<p>1.4.2 Audio Control (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	By default, no audio content is available in this product.
<p>2.1.1 Keyboard (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	All active elements are in the focus order and are operable through a keyboard only interface. Any elements that are disabled will be glossed over. Full keyboard control is available for all functionalities.
<p>2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	All elements within this product are traversable. Users can traverse out of, and back into the Web Messenger Iframe using the tab key and shift + tab. The standard exit method is supported via “Esc” key

Criteria	Conformance Level	Remarks and Explanations
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<p>2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>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.</p> <p>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.</p>
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>By default, this product does not play any content automatically.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The Web Messenger does not include any flashing content.</p> <p>The Cobrowse does have highlighting feature for user clicks. Which meets the criteria of three flashes.</p>
<p>2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508</p> <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 	<p>Web: Not Applicable</p>	<p>This product does not have any navigation menus or multiple web pages to provide an option for skipping the contents. All functionality is directly accessible via the visible buttons seen on screen when you launch the Web Messenger.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web Messenger and Cobrowse Iframes has an appropriate title attribute set.
<p>2.4.3 Focus Order (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	This product 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 and Cobrowse in a logical order.
<p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	This product 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.

<p>3.1.1 Language of Page (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>This product 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.</p> <p>All the Cobrowse languages are currently aligned left to right, including the RTL languages like Arabic, and Hebrew.</p>
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Criteria	Conformance Level	Remarks and Explanations
<p>3.2.1 On Focus (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>This product does not initiate change of context leading to unexpected behavior when any component receives focus.</p>
<p>3.2.2 On Input (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>This product doesn't 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.</p>

<p>3.3.1 Error Identification (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Errors are identified by pop up modals, which receive focus automatically and outline the issue further.
<p>3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Placeholder text and aria-labels are used throughout to provide further context for users, when an icon alone is not sufficient.
Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	This product uses well-formed markup and provides error-free HTML.
<p>4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	All the user interface components in this product expose the correct names, roles, values, states, and aria-labels.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>This product does not contain live audio content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>The products does not produce its own audio content. Although it supports integrating third party videos that has audio, both the products cannot provide alternative content for it.</p>

<p>1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	This product supports providing the minimum contrast ratio in the default (dark and light) themes shipped along with Web Messenger.
<p>1.4.4 Resize text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Up to 200% zoom, messenger will resize accordingly where there is no loss of content or information due to a larger or smaller font size.
<p>1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	The product does not make use of images with text.

Criteria	Conformance Level	Remarks and Explanations
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<p>2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508</p> <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	This product offers multiple ways to reach the Web Messenger i.e., through the launcher button in UI and other built-in native buttons provide multiple options for opening the Messenger.
<p>2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	This product includes headings and labels that are clear and consistent, accurately describing the topic or purpose.
<p>2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	All focused elements in the product have a border that visually indicates what is focused. When the text area is focused, text cursor is present along with a visual border indicator on the form field.
<p>3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	This product does not contain changes in language.

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <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	This product uses consistent navigation methods.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <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	This product uses consistent icons and buttons across the features that have the same functionality.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	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.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The product does not make legal or financial transactions.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Not evaluated	

1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Not evaluated	

Criteria	Conformance Level	Remarks and Explanations
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Not evaluated	

2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
Criteria	Conformance Level	Remarks and Explanations
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Not evaluated	
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Not evaluated	

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	See Table 1: Success criteria, Level A and Table 2: Success criteria, Level AA for more details.
302.2 With Limited Vision	Supports	See Table 1: Success criteria, Level A and Table 2: Success criteria, Level AA for more details.
302.3 Without Perception of Color	Supports	See Table 1: Success criteria, Level A and Table 2: Success criteria, Level AA for more details.
Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	See Table 1: Success criteria, Level A and Table 2: Success criteria, Level AA for more details.
302.5 With Limited Hearing	Supports	See Table 1: Success criteria, Level A and Table 2: Success criteria, Level AA for more details.
302.6 Without Speech	Supports	See Table 1: Success criteria, Level A and Table 2: Success criteria, Level AA for more details.
302.7 With Limited Manipulation	Supports	See Table 1: Success criteria, Level A and Table 2: Success criteria, Level AA for more details.

302.8 With Limited Reach and Strength	Supports	See Table 1: Success criteria, Level A and Table 2: Success criteria, Level AA for more details.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	See Table 1: Success criteria, Level A and Table 2: Success criteria, Level AA for more details.

Chapter 4: [Hardware](#)

Notes: Not evaluated for this product.

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	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	

402.5 Characters on Variable Message Signs	Not Applicable	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	

413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: [Software](#)

Notes: Not evaluated for this product.

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	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	

502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
Criteria	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	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	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: [Support Documentation and Services](#)

Notes: Not evaluated for this product.

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	Not Applicable	
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	Not Applicable	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	
603.3 Accommodation of Communication Needs	Not Applicable	

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.