



# Genesys Accessibility Conformance Report

## Revised Section 508 Edition **or** WCAG Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Genesys Cloud Agent Interactions

**Report Date:** Aug 2021

**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](mailto: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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(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><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Most graphics within Agent Interactions have text descriptions. However, there are a few exceptions where text descriptions are missing.
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	User generated input is out of scope.
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	User generated input is out of scope.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	User generated input is out of scope.
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Most instructions do not rely solely on sensory characteristics.
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Agent interactions does not contain audio that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Most areas of Agent Interactions are operable with a keyboard, but some inputs and actions are inaccessible using only a keyboard.
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Does Not Support	Agent Interactions does not provide any mechanism for bypassing repeated blocks of content.

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Page titles are not tied to interactions.
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	The purpose of Agent Interactions links can be determined by the link text and content alone with only a few exceptions.
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Agent Interactions identifies errors, but in some circumstances those errors are not accessible to screen readers.
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Most items are adequately labelled.
<p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Agent Interactions does not contain live synchronized media.
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Agent Interactions does not contain pre-recorded video content that would require audio description.
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Most text in Agent Interactions meets minimum contrast requirements.
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Most Agent Interactions content and user interfaces supports standard zoom capabilities built into modern web browsers and operating systems.
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Agent Interactions has no images as text.



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Some pages in Agent Interactions could benefit headings and a few items are missing labels.
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Most of the focusable elements have a visible focus indicator.
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<b><a href="#">3.3.3 Error Suggestion</a></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Some error messages would benefit from having suggestions added.
<b><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No warnings are needed on Agent Interactions.

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><a href="#">1.2.6 Sign Language (Prerecorded)</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.2.8 Media Alternative (Prerecorded)</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.2.9 Audio-only (Live)</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.4.6 Contrast (Enhanced)</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.4.7 Low or No Background Audio</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.4.8 Visual Presentation</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.4.9 Images of Text (No Exception)</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">2.2.3 No Timing</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">2.2.4 Interruptions</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">2.2.5 Re-authenticating</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">2.3.2 Three Flashes</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">2.4.8 Location</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">2.4.10 Section Headings</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">3.1.3 Unusual Words</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">3.1.4 Abbreviations</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">3.1.5 Reading Level</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">3.1.6 Pronunciation</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">3.2.5 Change on Request</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">3.3.5 Help</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:

# Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	
302.2 With Limited Vision	Partially Supports	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	
302.8 With Limited Reach and Strength	Partially Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

## 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
<a href="#">402 Closed Functionality</a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	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		
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
<b><u>403 Biometrics</u></b>	Heading cell – no response required	Heading cell – no response required
403.1 General		
<b><u>404 Preservation of Information Provided for Accessibility</u></b>	Heading cell – no response required	Heading cell – no response required
404.1 General		
<b><u>405 Privacy</u></b>	Heading cell – no response required	Heading cell – no response required
405.1 General		
<b><u>406 Standard Connections</u></b>	Heading cell – no response required	Heading cell – no response required
406.1 General		
<b><u>407 Operable Parts</u></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
<b><u>407.3 Input Controls</u></b>	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		
<b><u>407.8 Reach Height and Depth</u></b>	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		

Criteria	Conformance Level	Remarks and Explanations
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General		
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General		
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General		
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b><u>412.2 Volume Gain</u></b>	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		
<b><u>412.3 Interference Reduction and Magnetic Coupling</u></b>	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		
<b><u>412.8 Legacy TTY Support</u></b>	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		
<b><u>413 Closed Caption Processing Technologies</u></b>	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		
<b><u>414 Audio Description Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
<b><u>415 User Controls for Captions and Audio Descriptions</u></b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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 <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
<a href="#">502 Interoperability with Assistive Technology</a>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
<b>502.3 Accessibility Services</b>	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		
<a href="#">503 Applications</a>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
<a href="#">504 Authoring Tools</a>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> 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
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation		
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		



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