

Genesys Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Genesys Cloud Agent Interactions

Report Date: March 2024

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.

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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. This version supersedes any prior versions. The latest version of this VPAT will be available on the Genesys Cloud Resource Center: <https://help.mypurecloud.com/articles/about-accessibility/>

Evaluation Methods Used: Chrome Browser Extensions: Axe, Lighthouse, Chrome Devtools, Voice Over

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)
Web Content Accessibility Guidelines 2.2	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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x 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><u>1.1.1 Non-text Content</u> (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) 	Web: Supports	Web: Site provides sufficient text alternatives for non-text content
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (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) 	Web: Not Applicable	Web: The site does not offer Prerecorded content. User generated input is out of scope.
<p><u>1.2.2 Captions (Prerecorded)</u> (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) 	Web: Not Applicable	Web: The site does not offer Prerecorded content. User generated input is out of scope.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (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) 	Web: Not Applicable	Web: The site does not offer Prerecorded content. User generated input is out of scope.
<p><u>1.3.1 Info and Relationships</u> (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) 	Web: Supports	Web: Site relationships are clear from structure.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Site content is presented in a meaningful sequence.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Site instructions do not rely solely on sensory characteristics
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Site information is accompanied by text or animation.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	Web: Site does not contain audio that plays automatically.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Site is keyboard accessible.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports	Web: Site does not include keyboard traps.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Revised Section 508 – Does not apply</p>	Web: Not Applicable	Web: Site does not currently have Character Key Shortcuts
<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) 	Web: Supports	Web: All site time limits can be adjusted by admin.
<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) 	Web: Supports	Web: Notifications like toasts are politely read by screen reader.
<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) 	Web: Not Applicable	Web: Site does not contain flashing content.
<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 	Web: Supports	Web: Skip Links have been added to give users a more streamlined experience.
<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: Not Applicable	Web: Site has titles not tied to the Agent UI

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Site is presented in a clear understandable focus order.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Link purpose is clear.
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Revised Section 508 – Does not apply</p>	Web: Not Applicable	Web: Site does not use gestures.
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Site has no pages where pointer cancellation is an issue.
<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Site has fields with appropriate labels.
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> <p>Revised Section 508 – Does not apply</p>	Web: Not Applicable	Web: Site does not feature motion.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The default language of the site’s webpage is identified using the lang attribute of the html element, which is “en”.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Site’s components do not initiate a change of context when focused.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p>	Web: Supports	Web: Changing settings does not change context of interface components.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
3.2.6 Consistent Help (Level A 2.2 only) Revised Section 508 – Does not apply	Web: Supports	Web: Help is available via the bottom left of the app.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Errors are clear to the user; toast errors are read politely by screen reader.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: A label is provided for all of the site’s input fields.
3.3.7 Redundant Entry (Level A 2.2 only) Revised Section 508 – Does not apply	Web: Supports	Web: Repeated information is available for the user to select.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports (WCAG 2.1) Does not apply (WCAG 2.2)	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Site uses correct markup for all elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (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	Web: The site does not contain live synchronized media
<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) 	Web: Not Applicable	Web: Site does not contain pre-recorded video content that would require audio description.
<p>1.3.4 Orientation (Level AA 2.1 and 2.2)</p> <p>Revised Section 508 – Does not apply</p>	Web: Not Applicable	Web: Site does not set forced orientation,
<p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Site has clear identification for inputs
<p>1.4.3 Contrast (Minimum) (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	Web: Site has clear identification for inputs
<p>1.4.4 Resize text (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: Partially Supports	Web: Most site content and user interfaces support standard zoom capabilities built into modern web browsers and operating systems. However, Interactions' side bars make no room for center content zoomed into 200%.

Criteria	Conformance Level	Remarks and Explanations
<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: Not Applicable	Web: No images as text.
<p>1.4.10 Reflow (Level AA 2.1 and 2.2) Revised Section 508 – Does not apply</p>	Web: Does Not Support	Web: Site does not support reflow. Genesys is researching how best to achieve conformance.
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Revised Section 508 – Does not apply</p>	Web: Supports	Web: Site has appropriate contrast.
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2) Revised Section 508 – Does not apply</p>	Web: Supports	Web: Site spacing is accessible.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Revised Section 508 – Does not apply</p>	Web: Supports	Web: All hoverable content can be accessed without hovering and persists and is dismissible.
<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	Web: Agent Interactions is a step-in webpage.
<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: Partially Supports	Web: Most headings and labels in the site are descriptive. A small number of headings and labels can be more descriptive. Genesys is researching how best to achieve conformance.
<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	Web: Components have a visible keyboard focus indicator.
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Web: Supports	Web: Components that receive focus remain visible.

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.7 Dragging Movements (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Web: Supports	Web: All dragging motions can be achieved with a single pointer.
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Web: Supports	Web: All clickable items are 24 by 24 OR have an equivalent path that is.
<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	Web: Site supports multiple languages. Within the site’s webpage, the language of each portion of the page is programmatically determinable and displayed as per the selected language of the user.
<p>3.2.3 Consistent Navigation (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	Web: Site provides consistent and repeatable navigation. The same order is presented each time the site is accessed.
<p>3.2.4 Consistent Identification (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	Web: Components that have the same functionality within the site are identified consistently by their text.
<p>3.3.3 Error Suggestion (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	Web: Errors are clear and read politely by screen reader.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (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: Not Applicable	Web: None needed on Agent Interactions.

Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply	Web: Not Applicable	Web: All authentication is handled prior to Agent Interactions
4.1.3 Status Messages (Level AA 2.1 and 2.2) Revised Section 508 – Does not apply	Web: Supports	Web: Screen reader is politely notified of popups like toasts.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	<p>The site uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of elements to Assistive Technologies.</p> <p>Core features and controls are reachable using the keyboard alone and announced by assistive technology.</p> <p>See WCAG 2.x section for more details regarding exceptions.</p>
302.2 With Limited Vision	Supports	<p>Core features and controls are reachable using the keyboard alone and announced by assistive technology.</p> <p>See WCAG 2.x section for more details regarding exceptions.</p>
302.3 Without Perception of Color	Supports	<p>Site does not use color as only means of conveying information.</p> <p>See WCAG 2.x section for more details regarding exceptions.</p>
302.4 Without Hearing	Supports	<p>Users have modes of communications other than audio.</p>

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Supports	Users have modes of communications other than audio.
302.6 Without Speech	Supports	Users have modes of communications other than voice.
302.7 With Limited Manipulation	Supports	Site supports standard input mechanisms such as user-provided keyboards and pointing devices. See WCAG 2.x section for more details regarding exceptions.
302.8 With Limited Reach and Strength	Supports	The site does not use simultaneous actions for operations or information retrieval. Actions within the system can be executed either by mouse or simple keystrokes (e.g., tab, space, alpha keys, Alt).
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	This site does not function in a way that is prohibitive to users with cognitive or learning impairments.

Chapter 4: [Hardware](#)

Notes: The site is a web application and is not subject to the requirements of this section

Chapter 5: [Software](#)

Notes: This VPAT is for a web application and the criteria in sections 502 and 503 do not apply.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x 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

Criteria	Conformance Level	Remarks and Explanations
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	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
<i>503.4 User Controls for Captions and Audio Description</i>	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	
<u>504 Authoring Tools</u>	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.x section	See information in WCAG 2.x 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:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does Not Support	End-users with disabilities can request product support documentation by contacting Genesys.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Partially Supports	End users with disabilities can request product support documentation by contacting Genesys.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	End users with disabilities can request product support documentation by contacting Genesys.
603.3 Accommodation of Communication Needs	Partially Supports	End users with disabilities can request product support documentation by contacting Genesys.

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 alteration, 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.