



Genesys Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Widgets 9.0.016.16

Report Date: Mar 16, 2020

Product Description: Widgets are web components that businesses can embed into their websites to enable pre-configured and customizable customer engagement through Genesys services (like WebChat).

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Notes:

Evaluation Methods Used: Both manual and using tools like WAVE, NoCoffee Vision, Chrome Audit Tool, 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)
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 Widgets

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	<p>For all the non-text contents like images, icons, buttons and emojis in the Genesys Widgets, text alternatives were provided using aria-label, aria-labelledby and alt attributes.</p> <p>All the form inputs are associated with their text labels using the 'for' and 'id' attribute relationship.</p> <p>When modifying the default text content for non-text elements, a provision is provided to over-ride them via aria prefix properties in the i18n localization configuration.</p>
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	<p>WebChat Widget supports Rich Messaging templates that include showing videos along with some description content. Customers can provide URL link to video transcript in the description as required under the technique G159.</p>
1.2.2 Captions (Prerecorded) (Level A)	Supports	<p>By default, this product does not contain videos. Although WebChat Widget supports showing videos through Rich Messaging templates, provision is provided in the Rich Messaging to pass track attribute options for enabling captions.</p>
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	<p>Widgets does not produce its own audio or video content. Although it supports integrating third-party videos in WebChat Widget via Rich Messaging templates, a URL link to video transcript can be provided in the generic template description as required under the technique G159.</p>
1.3.1 Info and Relationships (Level A)	Supports	<p>The product conveys information, structure, and relationships by accessible methods providing ARIA landmarks and appropriate role attributes using</p>

Criteria	Conformance Level	Remarks and Explanations
		semantic markup, using aria-labelledby or aria-describedby attributes to associated elements, using and tags for navigation content in Sidebar and Channel Selector Widgets and using aria-required attribute on required input fields.
1.3.2 Meaningful Sequence (Level A)	Supports	Widgets presents content in a logical order for a correct reading sequence and navigation order.
1.3.3 Sensory Characteristics (Level A)	Supports	Widgets 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	<p>Widgets 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>Required form fields are indicated using placeholder labels before the form submit and the alert dialogs also indicate missing required fields after the form is submitted.</p>
1.4.2 Audio Control (Level A)	Supports	By default, no audio content is available in Widgets. Although it supports videos through Rich Messaging, controls are present to adjust the volume.
2.1.1 Keyboard (Level A)	Supports	All the active elements in the product are in the focus order and operable through a keyboard only interface via the standard tab key and arrow keys as required by the criteria.
2.1.2 No Keyboard Trap (Level A)	Supports	This product 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	This product does not implement any single

Criteria	Conformance Level	Remarks and Explanations
		character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	<p>This product implements time limits on specific Widgets, as listed below:</p> <ul style="list-style-type: none"> • In WebChat Widget, when the Chat is left idle, an idle alert is prompted to the user along with a countdown timer. The timer is dismissed/reset when user interacts. • In ClickToCall Widget, the dial-in-number shown is time based and expires within the time limit. It is not possible to extend the time which invalidates the real-time phone number. Therefore, a time limit is essential here for the number to be valid and no extension or adjustment of the time limit is required by this success criteria.
2.2.2 Pause, Stop, Hide (Level A)	Supports	By default, this product does not play any content automatically. However, it supports integrating videos in WebChat that may auto-play but controls are available to pause/stop.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	Widgets does not have any flashing content.
2.4.1 Bypass Blocks (Level A)	Not Applicable	Widgets 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)	Not Applicable	Widgets doesn't have its own page title. It will be hosted in a webpage where customer would have already defined their own title.
2.4.3 Focus Order (Level A)	Supports	This product contains focusable components which receive focus in an order that preserves meaning and operability, allowing user to tab through the

Criteria	Conformance Level	Remarks and Explanations
		elements of the Widgets in a logical order.
2.4.4 Link Purpose (In Context) (Level A)	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.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	Widgets product doesn't 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 Widgets. 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	This product meets the criteria where the completion of an action is on the 'up-event' 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 Widgets 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	Widgets doesn't have any motion supported inputs.
3.1.1 Language of Page (Level A)	Supports	Product supports providing internationalization content. The global "lang" attribute will usually be available on the customer page and the same can be configured in Widgets using the localization configuration option (widgets.main.lang).
3.2.1 On Focus (Level A)	Supports	Widgets does not initiate change of context leading to unexpected behavior when any component

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		receives focus.
3.2.2 On Input (Level A)	Supports	This product doesn't initiate a change of context without informing the user ahead of time. In the scenario of opening a calendar from the select dropdown option, a new dialog window appears, and the user is informed.
3.3.1 Error Identification (Level A)	Supports	Widgets provides clear indication of errors for the required fields in the alert dialogs, referencing the specific form fields in the text description. They are also customizable with the custom forms feature, allowing user to handle their own client-side input validation format. Aria-Invalid attributes are added on the error input fields.
3.3.2 Labels or Instructions (Level A)	Supports	<p>Widgets provides labels or instructions when content requires user input. It includes associating labels with form fields using `for` attribute.</p> <p>By default, Widgets does not indicate required form fields. Form label texts are customizable allowing customer to add the "Required" text indicator next to it.</p> <p>Correct input format indication can be provided in the input fields placeholder section using the customizable localization content.</p>
4.1.1 Parsing (Level A)	Supports	Widgets uses well-formed markup and provides error-free HTML.
4.1.2 Name, Role, Value (Level A)	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

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA)	Not Applicable	This product does not contain live audio content.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)	Not Applicable	Widgets does not produce its own audio content. Although it supports integrating third party videos that has audio, Widgets cannot provide alternative content for it.
<u>1.3.4 Orientation</u> (Level AA 2.1 only)	Supports	Widgets conveys the same information irrespective of any device orientation such that no information is specific to a particular orientation.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)	Supports	The autocomplete attribute is added for each input field in Widgets. This makes the previous form input entries auto populate in the Widgets forms whenever applicable, as long as autocomplete is enabled (default) in the browser.
<u>1.4.3 Contrast (Minimum)</u> (Level AA)	Supports	This product supports providing the minimum contrast ratio in the default (dark and light) themes shipped along with Widgets.
<u>1.4.4 Resize text</u> (Level AA)	Supports	This product 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.
<u>1.4.5 Images of Text</u> (Level AA)	Supports	The product does not make use of images with text.
<u>1.4.10 Reflow</u> (Level AA 2.1 only)	Supports	This product supports responsive design and represents the content without loss of information or functionality and doesn't require to scroll in two dimensions.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)	Supports	This product supports minimum contrast ratio for images and icons.

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1.4.12 Text Spacing (Level AA 2.1 only)	Supports	This product 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	Widgets 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	This product offers multiple ways to reach a Widget i.e. through Sidebar and Channel Selector in the UI and other built-in native buttons provide multiple options for opening a Widget.
2.4.6 Headings and Labels (Level AA)	Supports	Widgets 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 Widgets have a border that visually indicates what is focused. When form inputs are focused, text cursor is present along with a visual border indicator on the form field.
3.1.2 Language of Parts (Level AA)	Supports	Product does not contain changes in language.
3.2.3 Consistent Navigation (Level AA)	Supports	This product uses consistent navigation methods.
3.2.4 Consistent Identification (Level AA)	Supports	Widgets product uses consistent icons and buttons across all plugins that have the same functionality.
3.3.3 Error Suggestion (Level AA)	Supports	Whenever an input 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

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		<p>role, that helps to be identified by assistive technologies.</p> <p>Form inline errors by default only highlight the input field border. But API support is provided to show custom error messages in an alert dialog using custom forms.</p> <p>Aria-required attributes are provided for the required input fields.</p>
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	The product does not make legal or financial transactions.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	<p>The product indicates the status messages clearly through role or similar properties that can be presented to the user by assistive technologies without receiving focus.</p> <p>WebChat Widget uses aria-live attribute to announce new messages as they come. Callback, Channel Selector and ClickToCall contain Estimated Wait Time status messages that are read by assistive technologies.</p>

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	

Criteria	Conformance Level	Remarks and Explanations
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	
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	

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