Date: June 27, 2016
Name of Product: Cisco Unified Customer Voice Portal (CVP) v11.5
Contact for more information: accessibility@cisco.com

The following testing was done on a Windows 7 with Freedom Scientific's JAWs screen reader v16, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

Summary Table - Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Included	Cisco Unified Call Studio
Section 1194.22 Web-based internet information and applications	Included	Administration
W3C WCAG 2.0 Checkpoints	Included	Administration
Section 1194.23 Telecommunications Products	Included	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Included	
Section 1194.41 Information, Documentation and Support	Included	

For more information, please contact: accessibility@cisco.com   Last Updated: June 29, 2016

Version of the Product

Cisco Unified Customer Voice Portal

Version: 11.5(1)
Copyright © 2016 Cisco Systems, Inc.
All rights reserved.

About Cisco Unified Call Studio

Cisco Unified Call Studio

Version: 11.5.(1)
Build id: 201606271507

Copyright (c) 1999-2015 Cisco Systems, Inc. All rights reserved.
Visit http://www.cisco.com

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: accessibility@cisco.com   Last Updated: June 29, 2016

Section 1194.21: Software Applications and Operating Systems – Detail

Cisco Unified Call Studio v11.5

508 Clause	Criteria	Status	Remarks and Explanations
1194.21(a)	When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Does Not Support	Call studio does not have keyboard equivalents and other user input options for all actions.
1194.21(b)	Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	
1194.21(c)	A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Does Not Support	Topology map does not provide keyboard focus or keyboard navigation.
1194.21(d)	Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Does Not Support	The lack of keyboard navigation in the Topology map feature cause issues with compatibility with Assistive Technology, e.g. a screen reader.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: accessibility@cisco.com

1194.21(e)	When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	
1194.21(f)	Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	
1194.21(g)	Applications shall not override user selected contrast and color selections and other individual display attributes.	Does Not Support	The product does not inherit the OS Contrast Settings, e.g. High Contrast White Large.
1194.21(h)	When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	The product does not have animation.
1194.21(i)	Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	
1194.21(j)	When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	The product does not have features which allow the user to adjust color and contrast settings.
1194.21(k)	Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	
1194.21(l)	When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Does Not Support	Call studio does not have keyboard equivalents and other user input options for all actions.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: accessibility@cisco.com

Last Updated: June 29, 2016

Section 1194.22: Web-based Internet information and applications – Detail

Web Administration Interface

508 Clause	Criteria	Status	Remarks and Explanations
1194.22(a)	A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	Some non-text content does not fully supported with screen reader software.
1194.22(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	The site does not have multimedia content.
1194.22(c)	Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	
1194.22(d)	Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Equivalent Facilitation is provided to support low vision users in high contrast.
1194.22(e)	Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	The site does not have server-side image maps.
1194.22(f)	Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	The site does not have server-side image maps.
1194.22(g)	Row and column headers shall be identified for data tables.	Supports with Exceptions	Data tables are not fully supported with screen reader software.
1194.22(h)	Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports with Exceptions	Some data tables are not fully supported.
1194.22(i)	Frames shall be titled with text that facilitates frame identification and navigation.	Supports with Exceptions	Some frames are not fully supported.
1194.22(j)	Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	The site does not have flashing content.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: accessibility@cisco.com   Last Updated: June 29, 2016

1194.22(k)	A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Does Not Support	The site does not have text-only pages.
1194.22(l)	When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	Supports with Exceptions	Some web pages are not fully supported with screen reader software.
1194.22(m)	When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	The site does not use any browser plug-in or applets.
1194.22(n)	When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with Exceptions	Some forms are not fully supported with screen reader software.
1194.22(o)	A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	No Skip navigation feature.
1194.22(p)	When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	The site does not have timeout session.

For more information, please contact: accessibility@cisco.com

W3C WCAG 2.0 Checkpoints – Detail

Web Administration Interface

Checkpoint	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	There are non-text visual contents that do not have textual description.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	
1.2.4 (AA)	Captions (Live)	Not Applicable	
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Form controls do not associate with LABEL. Data tables are not fully supported screen reader.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Does Not Support	There are contents that rely on knowledge of the shape or position of objects that are not available from the structure of the content.
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Not Applicable	
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	Some texts do not meet the minimum color contrast requirement.
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Supports with Exceptions	Most images of the texts are not used except in case of few headers.
2.1.1 (A)	Keyboard	Supports with Exceptions	There are few cases in which the element requires mouse click since the action object cannot be focused using keyboard.

For more information, please contact: accessibility@cisco.com

2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Not Applicable	
2.2.2 (A)	Pause, Stop, Hide	Not Applicable	
2.3.1 (A)	Three Flashes or Below Threshold	Not Applicable	
2.4.1 (A)	Bypass Blocks	Supports with Exceptions	Some frames are not fully supported. The site does not have a link to skip repetitive navigation links.
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Supports with Exceptions	There are few sub element level focus order missing.
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Does Not Support	The site does not provide a second way to locate a webpage.
2.4.6 (AA)	Headings and Labels	Supports	
2.4.7 (AA)	Focus Visible	Supports	
3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Not Applicable	
3.2.1 (A)	On Focus	Supports	
3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Supports	
3.2.4 (AA)	Consistent Identification	Supports	
3.3.1 (A)	Error Identification	Supports	
3.3.2 (A)	Labels or Instructions	Supports	
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Not Applicable	
4.1.1 (A)	Parsing	Supports	
4.1.2 (A)	Name, Role, Value	Does Not Support	Screen reader test shows instances in which this rule has not been maintained.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: accessibility@cisco.com

Section 1194.23: Telecommunications Products - Detail

Clause	Criteria	Status	Remarks and Explanations
1194.23(a)	Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	CVP is a server that provides IVR support but it is not an endpoint, so this criterion is not applicable for CVP.
1194.23(b)	Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports	Supports industry standard codecs including G.711 - communications are compatible with TTY and TDD signal protocols.
1194.23(c)	Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Supports when combined with compatible Assistive Technology	Optional software applications provide the 'TTY modem tone' prompt set needed to display text for the TTY user.
1194.23(d)	Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Supports	Permits configuration of response and multiple option time intervals.
1194.23(e)	Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Supports when combined with compatible Assistive Technology	Optional software applications provide the 'TTY modem tone' prompt set needed to display text for the TTY user.

For more information, please contact: accessibility@cisco.com

Last Updated: June 29, 2016

1194.23(f)	For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	This clause is intended to apply to end-user telephones, not IVR. FCC Part 68 (TIA 968) prohibits end-user adjustable gain across a public telephone network call. Gain may not exceed an absolute playback level of -9dBm into the public telephone network.
1194.23(g)	If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	This clause is intended to apply to end-user telephones, not IVR. FCC Part 68 (TIA 968) prohibits end-user adjustable gain across a public telephone network call. Gain may not exceed an absolute playback level of -9dBm into the public telephone network.
1194.23(h)	Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	This clause is intended to apply to end-user telephones, not IVR.
1194.23(i)	Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	This clause is intended to apply to end-user telephones, not IVR.

For more information, please contact: accessibility@cisco.com

Last Updated: June 29, 2016

1194.23(j)	Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Supports	Supports industry standard codecs including G.711 - Communications are provided in a usable format.
1194.23(k1)	Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	Mechanical components are not located near end users. IVR features are accessible to end-users via telephone/TTY user interfaces.
1194.23(k2)	Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	Mechanical components are not located near end users. IVR features are accessible to end-users via telephone/TTY user interfaces.
1194.23(k3)	Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	Mechanical components are not located near end users. IVR features are accessible to end-users via telephone/TTY user interfaces.
1194.23(k4)	Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	Mechanical components are not located near end users. IVR features are accessible to end-users via telephone/TTY user interfaces.

For more information, please contact: accessibility@cisco.com

Section 1194.31: Functional Performance Criteria – Detail

508 Clause	Criteria	Status	Remarks and Explanations
1194.31(a)	At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with Exceptions	For exceptions see remarks for 1194.21 (a) (c) (d) (l) and 1194.22 (a) (g) (h) (l) (n) (o).
1194.31(b)	At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	
1194.31(c)	At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	IVR supports industry standard codecs including G.711 and can record TTY tones for prompts. TTY users can respond to the IVR by DTMF tones.
1194.31(d)	Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	This is intended to apply to end-user equipment but not IVR. FCC Part 68 (TIA 968) prohibits end-user adjustable gain across a public telephone network call.
1194.31(e)	At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	IVR accepts input via telephone DTMF button presses.
1194.31(f)	At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: accessibility@cisco.com

Last Updated: June 29, 2016

Section 1194.41: Information, Documentation and Support - Detail

508 Clause	Criteria	Status	Remarks and Explanations
1194.41(a)	Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Accessible documentation is available through Cisco TAC upon request.
1194.41(b)	End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Accessible documentation is available through Cisco TAC upon request.
1194.41(c)	Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Cisco conforms through equal facilitation. Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form. All cases open through email or web are opened as Priority 3 cases. All Priority 1 or Priority 2 case can only be opened via the telephone. TTY users must call the Text Relay Service (TRS) by dialing 711 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: accessibility@cisco.com   Last Updated: June 29, 2016

Supporting Feature (Status) Terminology

The result of "Accessibility Testing" assists in the determination of the Supporting Features.

Supporting Features or Status	Description
Supports	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with Exceptions	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria. Please document the exception in the "Remarks and Explanations" column.
Supports through Equivalent Facilitation	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria. Please document the exception in the "Remarks and Explanations" column.
Supports when combined with Compatible Assistive Technology	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind). Please document the exception in the "Remarks and Explanations" column.
Does not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria. Please document the reason in the "Remarks and Explanations" column.
Not Applicable	Use this language when you determine that the Criteria do not apply to the specific product. For example, many web applications don't have video content the "Not Applicable" can be used. Please state "The application does not have any video content" in the "Remarks and Explanations" column. Please document the reason in the "Remarks and Explanations" column.

For more information, please contact: accessibility@cisco.com