

Mitel Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: : MiContact Center Enterprise Web Agent, Version 9.7

Report Date: Feb 2025

Product Description: The Web Agent application provides an alternative to MiContact Center Agent, using a web interface.

Contact Information: accessibility@mitel.com

Notes: N/A

Evaluation Methods Used:

The evaluation methods were used by on-line accessibility tool, screen reader and manual testing on Chrome. The on-line accessibility tool is the Google Chrome extension “axe DevTools” and color contrast websites such as <https://webaim.org/resources/contrastchecker/>. We used JAWS as the screen reader for Chrome on Windows.

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)

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

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
1.1.1 Non-text Content (Level A)	Supports	This requirement is fully met. All non-text content that is presented to the user have text alternatives.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	MiContact Center Enterprise (MiCCE) Web Agent does not have prerecorded audio-only or prerecorded video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	MiCCE Web Agent does not have prerecorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	MiCCE Web Agent does not have prerecorded audio content.
1.3.1 Info and Relationships (Level A)	Supports	This requirement is fully met. Information, structure, and relationships conveyed through presentation are available in text.
1.3.2 Meaningful Sequence (Level A)	Supports	This requirement is fully met. The content that can be programmatically determined in MiCCE provides correct reading sequence.
1.3.3 Sensory Characteristics (Level A)	Supports	This requirement is fully met. MiCCE Web Agent does not rely on one sensory characteristic for instructions.
1.4.1 Use of Color (Level A)	Supports	This requirement is fully met. MiCCE Web Agent does not rely on color alone to convey information. Other means such as font size,

Criteria	Conformance Level	Remarks and Explanations
		bold, and text content are utilized to assist in conveying the information.
1.4.2 Audio Control (Level A)	Not applicable	There is no automatically played audio on any web page in MiCCE Web Agent.
2.1.1 Keyboard (Level A)	Supports	This requirement is fully met. All functionalities can be accessed by keyboard (unmodified Tab) in MiCCE Web Agent.
2.1.2 No Keyboard Trap (Level A)	Supports	This requirement is fully met. The focus can be moved to and away from any component and does not cause a keyboard trap.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not applicable	There is no character key shortcut in MiCCE Web Agent.
2.2.1 Timing Adjustable (Level A)	Supports	This requirement is fully met. In MiCCE Web Agent, the clerical time can be extended repeatedly and canceled. Users can enable or disable it on the call control panel.
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	MiCCE Web Agent has auto-updating information that starts automatically or lasts more than five seconds, however, the auto-updating is part of activities where it is essential.
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	MiCCE Web Agent does not contain anything that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A)	Supports	This requirement is fully met. With JAWS, users can skip to different locations of the user interface by using hotkeys.
2.4.2 Page Titled (Level A)	Supports	This requirement is fully met. MiCCE Web Agent provides titles for the webpage.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Supports	This requirement is fully met. Users can navigate sequentially through operational content with JAWS.
2.4.4 Link Purpose (In Context) (Level A)	Supports	This requirement is fully met. Links have their link text alone or provide link purpose.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not applicable	MiCCE Web Agent does not require any path-based pointer gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Not applicable	MiCCE Web Agent does not require any path-based pointer gestures.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	This requirement is fully met. For user interface components with labels that include text or images of text, the name contains the text that is presented visually and accessed by screen readers.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not applicable	MiCCE Web Agent does not have functionalities operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	This requirement is fully met. The default human language of each Web page can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	This requirement is fully met. MiCCE Web Agent does not cause a change of context on focus.
3.2.2 On Input (Level A)	Supports	This requirement is fully met. MiCCE Web Agent does not change the context/setting of the control itself when entering data or selecting a

Criteria	Conformance Level	Remarks and Explanations
		control.
3.3.6 Consistent Help (Level A 2.2 only)	Not applicable	There is no help mechanism repeated in a set of webpages in MiCCE Web Agent.
3.3.1 Error Identification (Level A)	Support	This requirement is fully met. MiCCE Web Agent restricts the input as numbers for calls. When the user inputs text characters, it will not be allowed.
3.3.2 Labels or Instructions (Level A)	Supports	This requirement is fully met. MiCCE Web Agent provides labels or instructions when content requires user input.
3.3.7 Redundant Entry (Level A 2.2 only)	Not applicable	MiCCE Web Agent does not apply to redundant entry in any scenarios.
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and 2.1, 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)	Supports	This requirement is fully met. MiCCE Web Agent provides the correct names, role, state, and other important accessibility information for all user interface components.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
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Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	MiCCE Web Agent does not have live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	MiCCE Web Agent does not have prerecorded video content.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Not Applicable	MiCCE Web Agent does not have built-in settings for orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Agent provides information of the purpose on input fields and can be programmatically determined.</p>
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<p>This requirement is only partially met.</p> <p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, with the following exceptions:</p> <ul style="list-style-type: none"> • The text of navigation menu in Settings. • The chat content in Conversation. • Statistics information in Real Time. • “Search” text in search bar. <p>They may affect users with low vision and who do not see the full range of colors.</p>
1.4.4 Resize text (Level AA)	Partially Supports	<p>This requirement is only partially met.</p> <p>Text is resized to 200% throughout MiCCE Web Agent without a loss of content of functionality, with the exception of the lower panels including Settings, Sessions, Contacts, Call Log and Real Time functionalities.</p> <p>It may affect users with low vision who need to increase text size in content.</p>
1.4.5 Images of Text (Level AA)	Supports	MiCCE Web Agent uses text instead of images of text to convey meaning on user profile image.

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1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	<p>This requirement is only partially met.</p> <p>Content of MiCCE Web Agent can be presented in one column so that scrolling in more than one direction is not necessary when the browser is scaled to 400%. However, the lower panel including Settings, Sessions, Contacts, Call Log and Real Time functionalities lose their information and cannot be operated.</p> <p>It may affect users with low vision who need to increase text size in content.</p>
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	<p>This requirement is only partially met.</p> <p>Non-text content including user interface components and graphical objects follows a contrast ratio of at least 3:1 against adjacent color, with the following exceptions:</p> <ul style="list-style-type: none"> • The Settings icon/tab. • The checkboxes in Settings. • The Cancel buttons. • All the call control buttons that have light grey background (#f2f2f2). • The call control and status buttons that have green background (#78c57f). • The icons of inbound and outbound calls in Call Log. • Status icon of agents in Contacts. <p>They may affect users with low vision and who do not see the full range of colors.</p>
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	<p>This requirement is fully met.</p> <p>The content implemented using markup languages supports the</p>

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		space rules and has no loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	<p>This requirement is fully met.</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the pointer or the additional content is dismissable, hoverable or persistent.</p>
2.4.5 Multiple Ways (Level AA)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Agent utilizes a fixed navigation of all tabs, search and shortcuts for locating screens.</p>
2.4.6 Headings and Labels (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The headings and labels are clear and descriptive when they are provided.</p>
2.4.7 Focus Visible (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The keyboard focus is always available when a UI component is operated.</p>
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Agent ensures when an item gets keyboard focus, it is at least partially visible.</p>
2.5.7 Dragging Movements (Level AA 2.2 only)	Not applicable	There is no dragging movement in MiCCE Web Agent.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially supports	<p>This requirement is partially met.</p> <p>The sizes of the targets for pointer inputs are at least 24 by 24 CSS pixels with the exceptions of:</p> <ul style="list-style-type: none"> The Make and Delete Call icons when hovering over on the Call Log and Contacts rows (20x24).

Criteria	Conformance Level	Remarks and Explanations
		It may affect users with low vision and motor impairment.
3.1.2 Language of Parts (Level AA)	Not applicable	MiCCE Web Agent does not contain text with a change in language.
3.2.3 Consistent Navigation (Level AA)	Supports	This requirement is fully met. MiCCE Web Agent has a consistent navigation mechanism.
3.2.4 Consistent Identification (Level AA)	Supports	This requirement is fully met. MiCCE Web Agent components are identified consistently.
3.3.3 Error Suggestion (Level AA)	Not applicable	MiCCE Web Agent does not automatically detect any input errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	Use of MiCCE Web Agent does not inherently cause legal commitments or financial transactions to occur.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. MiCCE Web Agent does not make people solve, recall, or transcribe something to log in.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Not Applicable	MiCCE Web Agent does not utilize messages for status changes or updates.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

Legal Disclaimer

This Mitel Accessibility Conformance Report provides details of the accessibility features of MiCCE Web Agent, Version 9.7 as of February 2025. This document is provided “AS IS” for informational purposes only, and does not constitute legal advice, nor is it intended to represent a certification for compliance. The information reflects the product as of the date of this report and covers all previous versions and is subject to change without notice. Updates will be made available in the same way as this one. No liability is assumed for the accuracy of this document, or the decisions made based on its content.