Genesys Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Genesys Cloud Tempo

Report Date: August 2024

Product Description: Workforce management mobile app, specifically for users of Genesys Cloud.

Contact Information:

- Feedback & Questions: accessibilityfeedback@genesys.com

- Issues: to report an Accessibility issue, open a case with Genesys Cloud Product Support

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 Accessibility Conformance Report (ACR) will be available on the Genesys Cloud Resource Center: https://help.mypurecloud.com/articles/about-accessibility/

Evaluation Methods Used: Manual testing on Android (Talkback) and iPad/iPhone (VoiceOver). Accessibility Scanner available for Android was also used.

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 (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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.

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WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- 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 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 Conformance Requirements.

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Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software)	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Supports	

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Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software)	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
1.4.2 Audio Control (Level A) Also applies to:	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Supports	

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Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

2.1.2 No Keyboard Trap (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.1.2 (Web)
   • 10.2.1.2 (Non-web document)
   • 11.2.1.2 (Open Functionality Software)
   • 11.2.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	Not applicable for this criterion.

2.1.4 Character Key Shortcuts
(Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   • 9.2.1.4 (Web)
   • 10.2.1.4 (Non-web document)
   • 11.2.1.4.1 (Open Functionality Software)
   • 11.2.1.4.2 (Closed Software)
	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software)	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion.
2.4.1 Bypass Blocks (Level A) Also applies to:	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply	Supports	

Criteria	Conformance Level	Remarks and Explanations
11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	
2.4.4 Link Purpose (In Context) (Level A) Also applies to:	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Supports	

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Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software)	Supports	

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Criteria	Conformance Level	Remarks and Explanations
• 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
4.1.1 Parsing (Level A) Applies to:	Supports	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.

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Criteria	Conformance Level	Remarks and Explanations
WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply	**Main Page:** Partially Support **Time Off:** Partially Supports **Calendar Legend:** Supports **Create Request:** Partially Supports **Submitted Request:** Supports	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-112 **MAIN PAGE** *Buttons must have accessible text (3):* **Locations:** - Previous button before date (Android) com.genesys.purecloud.wfmandroid:id/previousSpan - Next button after date (Android) com.genesys.purecloud.wfmandroid:id/nextSpan

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Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		• "Running late" button (next to the two tabs) (Android) com.genesys.purecloud.wfmandroid:id/runningLateButton **Issues:** The buttons listed in the location lack accessible labels that are necessary for screen readers to communicate which button is which. **TIME OFF** *Buttons must have accessible text (2):* **Locations:** • "+" (Add) button (Android) com.genesys.purecloud.wfmandroid:id/addTorButton • Button next to the "All Requests" tab (iOS/iPadOS) **Issues:** As mentioned in the first page type, unlabeled buttons simply mean that the buttons lack accessible labels which can be difficult for users of screen readers to know which button does which. **CREATE REQUEST** *Buttons must have accessible text (2):* **Locations:** • Question mark button (Android) • Button before the heading (iOS/iPadOS) **Issues:** Screen readers simply announces "button" or "unlabeled button." *Inaccurate accessible label (iOS/iPadOS) (1):* **Locations:** Close button as "Star" button **Issues:** VoiceOver announced the close button as the "star" button. *Missing information needed for screen readers to announce (iOS/iPadOS) (1):* **Location:** Calendar widget

Criteria	Conformance Level	Remarks and Explanations
		Issues: There is no indication to screen readers that the range of numbers have been selected in the calendar widget.

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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software)	Not Applicable	Not applicable for this criterion

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Criteria	Conformance Level	Remarks and Explanations
• 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	The intention of the mobile applications I for both iOS/iPadOS and Android is to only support portrait orientation, so not applicable for this criterion.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web)	Not Applicable	Not applicable for this criterion

Criteria	Conformance Level	Remarks and Explanations
• 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Main Page:** Supports **Time Off:** Supports **Calendar Legend:** Supports **Create Request:** Supports **Submitted Request:** Partially Supports	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-112 **SUBMITTED REQUEST** *Elements must meet minimum contrast ratio thresholds (3):* **Locations:** • Payable next to Length com.genesys.purecloud.wfmandroid:id/payableTextView • Start Day com.genesys.purecloud.wfmandroid:id/startWeekDay • End Day com.genesys.purecloud.wfmandroid:id/endWeekDay **Issues:** For those with visual disability, text can be difficult to read. The text color is #9BAAB8 against the background color of #FFFFFF.
1.4.4 Resize text (Level AA) Also applies to:	**Main Page:** Supports **Time Off:** Partial Supports	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPMAT-I-14

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Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Calendar Legend:** Supports **Create Requests:** Supports **Submitted Requests:** Supports	**TIME OFF** *Text not resizable regardless of display's font size (3):* **Locations:** • Pending • This Week • Upcoming **Issues:** Those who want to use a large text size may find out that the text sizes for each of the headings cannot be adjusted. This is because each of the sectional headings use a unit called "dip." The "dp" unit is "density-independent pixels" and "dip" is considered a fixed "density-independent pixel" unit. 1 dp is equal to 1 pixel for a 160 dots-per-inch screen. *Layout not expanding when changing size of text (3):* **Locations:** • No Pending Requests • No Scheduled Time Off **Issues:** If the text expands below the fixed layout, fixed layouts can make it difficult for users to read if large font is chosen in the display settings. Each of the elements have a fixed height and contains a TextView with scalable text.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software)	Not Applicable	Not applicable for this criterion

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Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Supports	

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Criteria	Conformance Level	Remarks and Explanations
• 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Not Applicable	Not applicable for this criterion

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Criteria	Conformance Level	Remarks and Explanations
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		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.7 (Web) 10.2.4.7 (Non-web document)	Supports	

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Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	

Criteria	Conformance Level	Remarks and Explanations

3.1.2 Language of Parts (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.3.1.2 (Web)
    • 10.3.1.2 (Non-web document)
    • 11.3.1.2 (Open Functionality Software) – Does not apply
    • 11.3.1.2 (Closed Software) – Does not apply
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	Not applicable for this criterion

3.2.3 Consistent Navigation (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.3.2.3 (Web)
    • 10.3.2.3 (Non-web document) – Does not apply
    • 11.3.2.3 (Open Functionality Software) – Does not apply
	Supports	

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Criteria	Conformance Level	Remarks and Explanations
• 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Supports	

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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 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		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document)	Not Applicable	Not applicable for this criterion

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Criteria	Conformance Level	Remarks and Explanations
• 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool)	Not Applicable	Not applicable for this criterion

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Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		

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Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.6 Sign Language (Prerecorded) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

1.2.7 Extended Audio Description (Prerecorded) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

1.2.8 Media Alternative (Prerecorded) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

1.2.9 Audio-only (Live) (Level AAA)
    EN 301 549 Criteria– Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	**Main Page:** Partially Supports **Time Off:** Not Applicable	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPUS-I-112

Criteria	Conformance Level	Remarks and Explanations

EN 301 549 Criteria– Does not apply
Revised Section 508 – Does not apply
	Calendar Legend: Partially Supports
	Create Request: Not Applicable
	Submitted Request: Not Applicable
		MAIN PAGE
		
		Icons alone do not identify the purpose of the button (1):
		Locations: "Running Late" button next to the day/week tabs
		Issues: When the button listed in the location section is tapped the message appears at the bottom of the screen. That humanoid character could mean anything, especially in different countries.
		
		CALENDAR LEGEND
		
		Icons alone do not identify the purpose of the button (3):
		Locations:
		  • First icon: "8" (water drop?)
		  • Second icon: "8" (square)
		  • Third icon "8" (different background and text color)
		Issues: When interacting with the icons, such icons with the number 8 alone served no purpose but probably to add visuals.

1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Main Page:** Supports **Time Off:** Supports **Calendar Legend:** Supports **Create Request:** Supports **Submitted Request:** Partial Supports	**Note:** Any issues listed in 1.4.3 also applies to 1.4.7, so the issues won't be repeated here.
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	

Criteria	Conformance Level	Remarks and Explanations
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	

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Criteria	Conformance Level	Remarks and Explanations

2.2.5 Re-authenticating (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

2.2.6 Timeouts (Level AAA 2.1 and 2.2)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

2.3.2 Three Flashes (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

2.4.8 Location (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

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Criteria	Conformance Level	Remarks and Explanations

2.4.9 Link Purpose (Link Only) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

2.4.10 Section Headings (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Supports	

2.4.13 Focus Appearance (Level AAA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Supports	

2.5.5 Target Size (Level AAA 2.1 and 2.2)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Main Screen: Partially Supports
	Time Off: Partially Supports
	Calendar Legend: Supports
	Create Requests: Supports
	Submitted Requests: Supports
		Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: EPMAT-I-15
		
		MAIN PAGE
		
		Touch targets need to be larger (5):

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Criteria	Conformance Level	Remarks and Explanations
		Locations: - Previous button com.genesys.purecloud.wfmandroid:id/previousSpan - Date between previous and next buttons com.genesys.purecloud.wfmandroid:id/textRange - Next button com.genesys.purecloud.wfmandroid:id/nextSpan - Day/Week tabs - Running Late button com.genesys.purecloud.wfmandroid:id/runningLateButton **Issues:** Those with limited dexterity or hand tremors and those who cannot see the screen may have difficulty touching the small touch targets on the screen. **TIME OFF** ***All touch targets must be 48dp in height (Android)44dp in height (iOS) (1):*** **Location:** Submitted request(s) list box in All Requests Tab **Issues:** Users who suffer from hand tremors might have difficulty touching the current submitted request.

2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Not Applicable	Not applicable for this criterion

3.1.3 Unusual Words (Level AAA)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Supports	

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Criteria	Conformance Level	Remarks and Explanations
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion
3.3.6 Error Prevention (All) (Level AAA)	Not Applicable	Not applicable for this criterion

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Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion

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Revised Section 508 Report

Notes:

Chapter 3: **Functional Performance Criteria** (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Several pieces of functionality within the product are inaccessible to users without vision, as shown in the following WCAG Criteria: • 4.1.2 – Name, Role, Value See WCAG 2.2 section for details regarding any exceptions.
302.2 With Limited Vision	Partially Supports	Several pieces of functionality within the product are inaccessible to users with limited vision, as shown in in the following WCAG Criteria: • 1.4.3 – Contrast (Minimum) • 1.4.4 - Resize Text • 4.1.2 – Name, Role, Value See WCAG 2.2 section for details regarding any exceptions.
302.3 Without Perception of Color	Partially Supports	Several pieces of functionality within the product are inaccessible to users

Criteria	Conformance Level	Remarks and Explanations
		without perception of color, as shown in in the following WCAG Criteria: • 1.4.3 – Contrast (Minimum) See WCAG 2.2 section for details regarding any exceptions.
302.4 Without Hearing	Not Applicable	Not applicable for this criterion.
302.5 With Limited Hearing	Not Applicable	Not applicable for this criterion.
302.6 Without Speech	Not Applicable	Not applicable for this criterion.
302.7 With Limited Manipulation	Partially Supports	Several pieces of functionality within the product are inaccessible to users with limited manipulation, as shown in in the following WCAG Criteria: • 4.1.2 – Name, Role, Value See WCAG 2.2 section for details regarding any exceptions.
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Several pieces of functionality within the product are inaccessible to users with limited language, cognitive and learning abilities, as shown in in the following WCAG Criteria: 4.1.2 – Name, Role, Value

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Criteria	Conformance Level	Remarks and Explanations
		See WCAG 2.2 section for details regarding any exceptions.

Chapter 4: Hardware

Notes: Genesys Cloud is a web application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: Genesys Cloud is 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 2.2 section	See information in WCAG 2.2 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
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	

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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	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	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	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	
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:

- Documentation for Genesys Tempo is available on the Genesys Cloud Resource Center (https://help.mypurecloud.com/).
- The Genesys Cloud Resource Center Accessibility Conformance Report (ACR) is available via https://help.mypurecloud.com/articles/about-accessibility/

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required

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602.2 Accessibility and Compatibility Features	See Genesys Cloud Resource Center ACR.	
602.3 Electronic Support Documentation	See Genesys Cloud Resource Center ACR.	
602.4 Alternate Formats for Non-Electronic Support Documentation	See Genesys Cloud Resource Center ACR.	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	See Genesys Cloud Resource Center ACR.	
603.3 Accommodation of Communication Needs	See Genesys Cloud Resource Center ACR.	

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EN 301 549 Report

Notes:

Chapter [4: Functional Performance Statements](#) (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Several pieces of functionality within the product are inaccessible to users without vision, as shown in the following WCAG Criteria: • 4.1.2 – Name, Role, Value See [WCAG 2.2](#) section for details regarding any exceptions.
4.2.2 Usage with limited vision	Partially Supports	Several pieces of functionality within the product are inaccessible to users with limited vision, as shown in in the following WCAG Criteria: • 1.4.3 – Contrast (Minimum) • 1.4.4 - Resize Text • 4.1.2 – Name, Role, Value See [WCAG 2.2](#) section for details regarding any exceptions.
4.2.3 Usage without perception of colour	Partially Supports	Several pieces of functionality within the product are inaccessible to users without perception of color, as shown in in the following WCAG Criteria:

Criteria	Conformance Level	Remarks and Explanations
		• 1.4.3 – Contrast (Minimum) See WCAG 2.2 section for details regarding any exceptions.
4.2.4 Usage without hearing	Not Applicable	Not applicable for this criterion.
4.2.5 Usage with limited hearing	Not Applicable	Not applicable for this criterion.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Not applicable for this criterion.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Several pieces of functionality within the product are inaccessible to users with limited manipulation, as shown in in the following WCAG Criteria: • 4.1.2 – Name, Role, Value See WCAG 2.2 section for details regarding any exceptions.
4.2.8 Usage with limited reach	Supports	
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Not applicable for this criterion.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Several pieces of functionality within the product are inaccessible to users with limited language, cognitive and learning abilities, as shown in in the following WCAG Criteria: 4.1.2 – Name, Role, Value

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Criteria	Conformance Level	Remarks and Explanations
		See WCAG 2.2 section for details regarding any exceptions.
4.2.11 Privacy	Supports	

Chapter 5: Generic Requirements

Notes: Not applicable. Genesys Tempo does not have closed functionality.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable. Genesys Tempo does not have Two-Way Voice Communication

Chapter 7: ICT with Video Capabilities

Notes: Not applicable. Genesys Tempo does not contain video content within video content.

Chapter 8: Hardware

Notes: Not applicable

Chapter 9: Web *(see WCAG 2.2 section)*

Chapter 10: Non-Web Documents

Notes: Not applicable

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required

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Criteria	Conformance Level	Remarks and Explanations
10.1.1.1 through 10.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Chapter 11: Software

Notes: Not applicable.

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Not Applicable	
11.5.2.6 Row, column, and headers	Not Applicable	
11.5.2.7 Values	Not Applicable	
11.5.2.8 Label relationships	Not Applicable	
11.5.2.9 Parent-child relationships	Not Applicable	
11.5.2.10 Text	Not Applicable	

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Criteria	Conformance Level	Remarks and Explanations
11.5.2.11 List of available actions	Not Applicable	
11.5.2.12 Execution of available actions	Not Applicable	
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	
11.5.2.14 Modification of focus and selection attributes	Not Applicable	
11.5.2.15 Change notification	Not Applicable	
11.5.2.16 Modifications of states and properties	Not Applicable	
11.5.2.17 Modifications of values and text	Not Applicable	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Not Applicable	
11.7 User preferences	Not Applicable	
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable (If not authoring tool, enter "Not Applicable")	
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

Chapter [12: Documentation and Support Services](#)

Notes:

- Documentation for Genesys Tempois available on the Genesys Cloud Resource Center (https://help.mypurecloud.com/).
- The Genesys Cloud ACR is available via https://help.mypurecloud.com/articles/about-accessibility/

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	See Genesys Cloud Resource Center ACR.	
12.1.2 Accessible documentation	See Genesys Cloud Resource Center ACR.	
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	See Genesys Cloud Resource Center ACR.	
12.2.3 Effective communication	See Genesys Cloud Resource Center ACR.	
12.2.4 Accessible documentation	See Genesys Cloud Resource Center ACR.	

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not applicable

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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.

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