

Mitel Network Accessibility Conformance Report

EN 301 549 Edition

(Based on VPAT® Version 2.4Rev)

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.

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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)
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 be used only in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 document conformance with EN 301 549:

- Chapter 9 - Web
- Sections 11.1- 11.4 and 11.8.2 of Chapter 11 - Software (open and closed functionality)

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.

Criteria	Conformance Level	Remarks and Explanations
		MiCCE Web Agent does not rely on color alone to convey information. Other means such as font size, bold, and text content are utilized to assist conveying the information.
1.4.2 Audio Control (Level A)	Not applicable	There is not 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 only)	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.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A)	Supports	This requirement is fully met. MiCCE Web Agent provides titles for the webpage.
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 only)	Not applicable	MiCCE Web Agent does not require any path-based pointer gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Not applicable	MiCCE Web Agent does not require any path-based pointer gestures.
2.5.3 Label in Name (Level A 2.1 only)	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 only)	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.

Criteria	Conformance Level	Remarks and Explanations
		The default human language of each Web page can be programmatically determined.
3.2.2 On Input (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Agent does not cause a change of context on focus.</p>
3.3.1 Error Identification (Level A)	Support	<p>This requirement is fully met.</p> <p>MiCCE Web Agent restricts the input as numbers for calls. When the user inputs text characters, it will not be allowed.</p>
3.3.2 Labels or Instructions (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Agent provides labels or instructions when content requires user input.</p>
4.1.1 Parsing (Level A)	Supports	<p>This requirement is fully met.</p> <p>In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique.</p>
4.1.2 Name, Role, Value (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Agent provides the correct names, role, state, and other important accessibility information for all user interface components.</p>

Table 2: Success Criteria, Level AA

Notes:

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 only)	Not Applicable	MiCCE Web Agent does not have built-in settings for orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	This requirement is fully met. MiCCE Web Agent provides information of the purpose on input fields and can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	This requirement is only partially met. The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, with the following exceptions: <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. They may affect users with low vision and who do not see the full range of colors.
1.4.4 Resize text (Level AA)	Partially Supports	This requirement is only partially met. Text is resized to 200% throughout MiCCE Web Agent without a loss of content or functionality, with the

Criteria	Conformance Level	Remarks and Explanations
		exception of the lower panel including Settings, Sessions, Contacts, Call Log and Real Time functionalities. It may affect users with low vision who need to increase text size in content.
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.
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	This requirement is only partially met. 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. It may affect users with low vision who need to increase text size in content.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	This requirement is only partially met. 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: <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).

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> 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 only)	Supports	<p>This requirement is fully met.</p> <p>The content implemented using markup languages supports the space rules and has no loss of content or functionality.</p>
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	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>

Criteria	Conformance Level	Remarks and Explanations
		The keyboard focus is always available when a UI component is operated.
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.
4.1.3 Status Messages (Level AA 2.1 only)	Not applicable	MiCCE Web Agent does not utilize messages for status changes or updates.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Agent provides accessibility information that does not require user vision in all functions.</p>
4.2.2 Usage with limited vision	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Agent can be used with limited vision in all high contrast modes. However, some UI components cannot be customized in high-contrast themes such as logos due to the system affordance. All the supported UI components on Windows can be found in the “Mitigation” section in this link: https://learn.microsoft.com/en-us/windows/win32/w8cookbook/high-contrast-mode.</p>
4.2.3 Usage without perception of colour	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Agent provides at least one visual mode of operation that does not require user perception of color.</p>

Criteria	Conformance Level	Remarks and Explanations
4.2.4 Usage without hearing	Supports	This requirement is fully met. MiCCE Web Agent provides at least one mode of operation that does not require user hearing.
4.2.5 Usage with limited hearing	Supports	This requirement is fully met. MiCCE Web Agent provides at least one mode of operation that enables users to make use of limited hearing.
4.2.6 Usage with no or limited vocal capability	Not Applicable	The vocal in MiCCE Web Agent is not used for input, control, or operation.
4.2.7 Usage with limited manipulation or strength	Supports	This requirement is fully met. MiCCE Web Agent provides at least one mode of operation that does not require fine motor control or simultaneous manual operations.
4.2.8 Usage with limited reach	Not applicable	No manual mode of operation which requires reach or strength is provided.
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	MiCCE Web Agent does not have any flashes, blinking, scrolling or auto-updated information that would cause photosensitive seizures.
4.2.10 Usage with limited cognition, language or learning	Partially supports	This requirement is only partially met. MiCCE Web Agent provides guides and support for users with limited language, cognitive and learning abilities depending on the user's experience.

Criteria	Conformance Level	Remarks and Explanations
		These may affect users with cognitive, language or learning disabilities.
4.2.11 Privacy	Supports	This requirement is fully met. When MiCCE Web Agent provides features for accessibility, it maintains the privacy of users of these features at the same level as other users.

Chapter [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.3 Auditory output correlation	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.4 Speech output user control	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not applicable	MiCCE Web Agent does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.6 Speech output for non-text content	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.7 Speech output for video information	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.8 Masked entry	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.9 Private access to personal data	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.11 Private listening volume	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.12 Speaker volume	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.13 Volume reset	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.14 Spoken languages	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.15 Non-visual error identification	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.5 Visual output for auditory information	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16

Criteria	Conformance Level	Remarks and Explanations
5.1.6.2 Input focus	Not applicable	MiCCE Web Agent does not have closed functionality.
5.1.7 Access without speech	Not applicable	MiCCE Web Agent does not have closed functionality.
5.2 Activation of accessibility features	Not applicable	The accessibility features have not been documented yet.
5.3 Biometrics	Not applicable	MiCCE Web Agent does not have biometrical characteristics.
5.4 Preservation of accessibility information during conversion	Supports	This requirement is fully met. MiCCE Web Agent preserves all documented non-proprietary information that is provided for accessibility, when it converts information or communication.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Supports	This requirement is fully met. When operable parts require grasping, pinching, or twisting of the wrist to operate, there is accessible alternative means such as unmodified keyboard interface in MiCCE Web Agent.
5.5.2 Operable parts discernibility	Supports	This requirement is fully met. Operable parts could be auditorily discernible without requiring vision and performing the action associated with the operable part.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.6.1 Tactile or auditory status	Supports	This requirement is fully met. MiCCE Web Agent provide other mode of operation such as touch or sound.
5.6.2 Visual status	Not applicable	The locking/toggle control in MiCCE Web Agent does not have non-visual presentation.
5.7 Key repeat	Not applicable	MiCCE Web Agent does not have a key repeat function.
5.8 Double-strike key acceptance	Supports	This requirement is fully met. The delay between two keystrokes is only valid when it is longer than 0.5 seconds.
5.9 Simultaneous user actions	Not applicable	MiCCE Web Agent does not require simultaneous user actions.

Chapter [6: ICT with Two-Way Voice Communication](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Supports	This requirement is fully met. The Web Agent app has built in softphone capabilities via WebRTC. It uses the Mitel Border Gateway (MBG) as WebRTC Gateway and MBG can be configured to support G.722.
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
6.2.1.1 RTT communication	Does not support	This requirement is not supported. MiCCE Web Agent does not currently provide this service. It may affect users with limited vocal disabilities.
6.2.1.2 Concurrent voice and text	Does not support	This requirement is not supported. MiCCE Web Agent does not currently provide this service. It may affect users with limited vocal disabilities.
6.2.2.1 Visually distinguishable display	Does not support	This requirement is not supported. MiCCE Web Agent does not currently provide this service. It may affect users with limited vocal disabilities.
6.2.2.2 Programmatically determinable send and receive direction	Does not support	This requirement is not supported. MiCCE Web Agent does not currently provide this service. It may affect users with limited vocal disabilities.
6.2.2.3 Speaker identification	Does not support	This requirement is not supported. MiCCE Web Agent does not currently provide this service.

Criteria	Conformance Level	Remarks and Explanations
		It may affect users with limited vocal disabilities.
6.2.2.4 Visual indicator of Audio with RTT	Does not support	<p>This requirement is not supported. MiCCE Web Agent does not currently provide this service.</p> <p>It may affect users with limited vocal disabilities.</p>
6.2.3 Interoperability	Does not support	<p>This requirement is not supported. MiCCE Web Agent does not currently provide this service.</p> <p>It may affect users with limited vocal disabilities.</p>
6.2.4 RTT responsiveness	Does not support	<p>This requirement is not supported. MiCCE Web Agent does not currently provide this service.</p> <p>It may affect users with limited vocal disabilities.</p>
6.3 Caller ID	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Agent provides caller identification, it is available in text form as well as being programmatically determinable.</p>

Criteria	Conformance Level	Remarks and Explanations
6.4 Alternatives to voice-based services	Not applicable	MiCCE does not provide voice mail, auto-attendant, or interactive voice response facilities.
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not applicable	MiCCE Web Agent does not support real-time video functionality.
6.5.3 Frame rate	Not applicable	MiCCE Web Agent does not support real-time video functionality.
6.5.4 Synchronization between audio and video	Not applicable	MiCCE Web Agent does not support real-time video functionality.
6.5.5 Visual indicator of audio with video	Not applicable	MiCCE Web Agent does not support real-time video functionality.
6.5.6 Speaker identification with video (sign language) communication	Not applicable	MiCCE Web Agent does not support real-time video functionality.
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Chapter [7: ICT with Video Capabilities](#)

Notes: Not applicable. MiCCE Web Agent does not display video with synchronized audio.

Chapter [8: Hardware](#)

Notes: Not applicable. MiCCE Web Agent is software product.

Chapter [9: Web](#) (see [WCAG 2.x section](#))

Notes: See WCAG parts.

Chapter [10: Non-web Documents](#)

Notes: Not applicable. MiCCE Web Agent does not provide non-web documents.

Chapter [11: Software](#)

Notes: Not applicable. The evaluated software is a web client, it is not platform software or an authoring tool.

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

Notes:

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	Does Not Support	<p>This requirement is not supported.</p> <p>MiCCE Web Agent does not provide accessibility and compatibility features in the documentation currently.</p> <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.</p>
12.1.2 Accessible documentation	Partially supports	<p>This requirement is only partially met.</p> <p>The electronic support documentation of MiCCE Web Agent supports below criterion:</p> <ul style="list-style-type: none"> • 1.3.3 • 1.4.1 • 2.4.2

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 3.2.1 • 1.4.3 • 1.4.4 • 1.4.5 • 2.4.5 • 3.2.3 • 3.2.4 <p>However, the electronic support documentation is in PDF format. It does not support Level A or Level AA criterion related to keyboard interface and assistive technology. The criteria are listed below:</p> <ul style="list-style-type: none"> • 1.1.1 • 1.3.1 • 1.3.2 • 2.1.1 • 2.1.2 • 2.4.1 • 2.4.3 • 2.4.4 • 3.1.1 • 4.1.1 • 4.1.2 • 1.4.12 • 2.4.6 • 2.4.7 • 3.1.2

Criteria	Conformance Level	Remarks and Explanations
		These exceptions may affect users with vision difficulties or impairments, including those using assistive technology. They may also affect users with motor impairments, who are unable to use the mouse.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Does not support	<p>This requirement is not supported.</p> <p>The information will be provided when all the accessibility and compatibility features are fully provided on support documentation.</p> <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.</p>
12.2.3 Effective communication	Supports	<p>This requirement is fully met.</p> <p>We provide the email address accessibility@mitel.com to receive all general feedbacks. Customers may reach Mitel technical Support center (TSC) via Phone, or web form. All tickets open through phone or web forms are opened as Medium severity (P3) tickets. All Priority 1 tickets would be required to have a Phone live follow up or can be just open through the IVR.</p>

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not applicable	MiCCE Web Agent does not have relay services.
13.1.3 Sign relay services	Not applicable	MiCCE Web Agent does not have relay services.
13.1.4 Lip-reading relay services	Not applicable	MiCCE Web Agent does not have relay services.
13.1.5 Captioned telephony services	Not applicable	MiCCE Web Agent does not have relay services.
13.1.6 Speech to speech relay services	Not applicable	MiCCE Web Agent does not have relay services.
13.2 Access to relay services	Not applicable	MiCCE Web Agent does not have relay services.
13.3 Access to emergency services	Supports	This requirement is fully met. MiCCE Web Agent supports emergency services, and access to those emergency services is not prevented for outgoing and incoming calls.

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.