

Mitel Network Accessibility Conformance Report

EN 301 549 Edition

(Based on VPAT® Version 2.4Rev)

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

Report Date: Feb 2025

Product Description: The Web Manager application provides real-time information on Agents and Service Groups to supervisors and managers who can then adapt contact center parameters such as required skills.

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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
<u>1.1.1 Non-text Content</u> (Level A)	Partially Support	<p>This requirement is partially supported.</p> <p>Some non-text contents that are presented to the user do not have text alternatives.</p> <ul style="list-style-type: none"> • All graphs including Answer, Abandon rate, Session, Logged on agent in Service Group. • All icons in Users > “Ready” column. <p>It may affect users with vision difficulties or impairments, including those using assistive technology.</p>
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)	Not applicable	MiCCE Web Manager does not have prerecorded audio-only or prerecorded video-only media.
<u>1.2.2 Captions (Prerecorded)</u> (Level A)	Not applicable	MiCCE Web Manager does not have prerecorded audio content.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)	Not applicable	MiCCE Web Manager does not have prerecorded audio content.
<u>1.3.1 Info and Relationships</u> (Level A)	Supports	<p>This requirement is fully met.</p> <p>Information, structure, and relationships conveyed through presentation are available in text and can be programmatically determined.</p>
<u>1.3.2 Meaningful Sequence</u> (Level A)	Supports	<p>This requirement is fully met.</p> <p>The content that can be programmatically determined in MiCCE provides correct reading sequence.</p>

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager does not rely on one sensory characteristic for instructions.</p>
1.4.1 Use of Color (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager does not rely on color alone to convey information. Other means such as font size, bold, and text content are utilized to assist in conveying the information.</p>
1.4.2 Audio Control (Level A)	Not applicable	<p>There is no automatically played audio on any web page in MiCCE Web Manager.</p>
2.1.1 Keyboard (Level A)	Supports	<p>This requirement is fully met.</p> <p>All functionalities in MiCCE Web Manager can be accessed by keyboard (unmodified Tab).</p>
2.1.2 No Keyboard Trap (Level A)	Supports	<p>This requirement is fully met.</p> <p>The current keyboard available functionalities do not cause a keyboard trap.</p>
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not applicable	<p>MiCCE Web Manager does not support character key shortcuts.</p>
2.2.1 Timing Adjustable (Level A)	Supports	<p>This requirement is fully met.</p> <p>The timing setting in MiCCE Web Manager is adjustable or under the control of the end user, such as turn off, adjust and extend.</p>
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	<p>MiCCE Web Manager does not include any moving, blinking or scrolling. The auto-updating information is essential for providing users the real time information.</p>

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	MiCCE Web Manager does not contain anything that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A)	Not applicable	MiCCE Web Manager does not have duplicated content on multiple pages.
2.4.2 Page Titled (Level A)	Supports	This requirement is fully met. MiCCE Web Manager provides titles for each page.
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)	Partially Supports	This requirement is only partially met. Most links have their link text alone or provide link purpose, with the exceptions below:
		<ul style="list-style-type: none"> The shared link in Wall Display Screens does not provide link purpose. It is recognized as a table by JAWS.
		These will affect users with vision difficulties or impairments, including those using assistive technology.
2.5.1 Pointer Gestures (Level A 2.1 only)	Not applicable	MiCCE Web Manager does not require any path-based pointer gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Not applicable	MiCCE Web Manager 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. Labels that include text or images of text have their names and are presented visually.
2.5.4 Motion Actuation (Level A 2.1 only)	Not applicable	MiCCE Web Manager does not have functionalities operated by device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
<u>3.1.1 Language of Page</u> (Level A)	Does not support	<p>This requirement is not supported.</p> <p>MiCCE Web Manager does not have a “lang attribute” to be programmatically identified.</p> <p>These will affect users with vision difficulties or impairments, including those using assistive technology.</p>
<u>3.2.1 On Focus</u> (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager does not cause a change of context on focus.</p>
<u>3.2.2 On Input</u> (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager does not change the context/setting of the control itself when entering data or selecting a control.</p>
<u>3.3.1 Error Identification</u> (Level A)	Supports	<p>This requirement is fully met.</p> <p>The input errors related to services or configurations can be identified or described in detail.</p>
<u>3.3.2 Labels or Instructions</u> (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager provides labels or instructions when content requires user input.</p>
<u>4.1.1 Parsing</u> (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>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (Level A)</p>	<p>Partially Supports</p>	<p>This requirement is only partially met.</p> <p>MiCCE Web Manager provides the correct names, role, state, and other important accessibility information for some user interface components. Here are exceptions that do not meet the criteria:</p> <ul style="list-style-type: none"> • The Go back button is defined as “d button”. • All checkboxes do not have their discernible name and accessible labels. • All progress bar nodes do not have accessible labels. • The combo box (dropdown menu) does not have accessible labels. • The link “Mitel Logo” does not have discernible name. <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p>	<p>Not applicable</p>	<p>MiCCE Web Manager does not have live audio content.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p>	<p>Not applicable</p>	<p>MiCCE Web Manager does not have prerecorded video content.</p>
<p>1.3.4 Orientation (Level AA 2.1 only)</p>	<p>Not applicable</p>	<p>MiCCE Web Manager has landscape and portrait according to system display orientation.</p>

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager 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 page title “Contact Center” (#777777) on home page against the background color (#f5f5f5). • The page titles (#337ab7) and subtitles (#777777) on all pages. • The text again the background color (#D9EDF7) in all selected row of tables. • The linked text of names (#337ab7) in all tables again the background color. <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)	Supports	<p>This requirement is fully met.</p> <p>Text is resized to 200% throughout MiCCE Web Manager without a loss of content or functionality.</p>
1.4.5 Images of Text (Level AA)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager uses text instead of images of text to convey meaning on user profile image.</p>
1.4.10 Reflow (Level AA 2.1 only)	Supports	<p>This requirement is fully met.</p>

Criteria	Conformance Level	Remarks and Explanations
		Content of MiCCE Web Manager can be presented in one column so that scrolling in more than one direction is not necessary when the browser is scaled to 400%.
1.4.11 Non-text Contrast (Level AA 2.1 only)	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 Ascendent and descendent buttons, including the default/active state (#d9d9d9) and clicked state (#999999). • The service level bars (#5CB85C). <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>

Criteria	Conformance Level	Remarks and Explanations
		MiCCE Web Manager utilizes a fixed navigation of all tabs, search and shortcuts for locating screens.
<u>2.4.6 Headings and Labels</u> (Level AA)	Supports	This requirement is fully met. The headings and labels are clear and descriptive when they are provided.
<u>2.4.7 Focus Visible</u> (Level AA)	Supports	This requirement is fully met. The keyboard focus is always available when a UI component is operated.
<u>3.1.2 Language of Parts</u> (Level AA)	Not applicable	MiCCE Web Manager does not contain text with a change in language.
<u>3.2.3 Consistent Navigation</u> (Level AA)	Supports	This requirement is fully met. MiCCE Web Manager has a consistent navigation mechanism.
<u>3.2.4 Consistent Identification</u> (Level AA)	Supports	This requirement is fully met. MiCCE Web Manager components are identified consistently.
<u>3.3.3 Error Suggestion</u> (Level AA)	Supports	This requirement is fully met. If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)	Not applicable	Use of MiCCE Web Manager does not inherently cause legal commitments or financial transactions to occur.
<u>4.1.3 Status Messages</u> (Level AA 2.1 only)	Not applicable	MiCCE Web Manager 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	Partially Supports	<p>This requirement is only partially met.</p> <p>MiCCE Web Manager provides accessibility information that does not require user vision in most functionalities, except for below parts:</p> <ul style="list-style-type: none"> • The Go back button is defined as “d button”. • All checkboxes do not have their discernible name and accessible labels. • All progress bar nodes do not have accessible labels. • The combo box (dropdown menu) does not have accessible labels. • The link “Mitel Logo” does not have discernible name. • The Edit, Close and Add buttons in Contact Center > Wall Display Screens > New > Panels.

Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage with limited vision	Partially supports	These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.
4.2.2 Usage with limited vision	Partially supports	<p>This requirement is only partially met.</p> <p>MiCCE Web Manager can be used with limited vision, with one exception:</p> <ul style="list-style-type: none"> • The Mitel Logo is not shown in High Contrast White Mode. <p>This exception may affect users with color blindness, vision difficulties or impairments.</p>
4.2.3 Usage without perception of colour	Supports	This requirement is fully met.
4.2.4 Usage without hearing	Supports	MiCCE Web Manager provides at least one mode of operation that does not require user perception of color.
4.2.5 Usage with limited hearing	Supports	This requirement is fully met.
4.2.6 Usage with no or limited vocal capability	Not applicable	MiCCE Web Manager does not need user's vocal capability for input, control, or operation.

Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage with limited manipulation or strength	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager provides at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p>
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	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures.</p>
4.2.10 Usage with limited cognition, language or learning	Partially supports	<p>This requirement is only partially met.</p> <p>MiCCE Web Manager provides guides and support for users with limited language, cognitive and learning abilities depending on the user's experience.</p> <p>These may affect users with cognitive, language or learning disabilities.</p>
4.2.11 Privacy	Supports	<p>This requirement is fully met.</p> <p>When MiCCE Web Manager provides features for accessibility, it maintains the privacy of users of these features at the same level as other users.</p>

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 Manager does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.3 Auditory output correlation	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.4 Speech output user control	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.7 Speech output for video information	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.8 Masked entry	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.9 Private access to personal data	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not applicable	MiCCE Web Manager does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.11 Private listening volume	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.12 Speaker volume	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.13 Volume reset	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.14 Spoken languages	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.15 Non-visual error identification	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.5 Visual output for auditory information	Not applicable	MiCCE Web Manager 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
5.1.6.2 Input focus	Not applicable	MiCCE Web Manager does not have closed functionality.
5.1.7 Access without speech	Not applicable	MiCCE Web Manager 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 Manager does not have biometrical characteristics.
5.4 Preservation of accessibility information during conversion	Supports	This requirement is fully met.

Criteria	Conformance Level	Remarks and Explanations
		MiCCE Web Manager 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	<p>This requirement is fully met.</p> <p>When operable parts require grasping, pinching, or twisting of the wrist to operate, MiCCE Web Manager provides accessible alternative means such as unmodified keyboard interface.</p>
5.5.2 Operable parts discernibility	Partially supports	<p>This requirement is only partially met.</p> <p>Some operable parts could be auditorily discernible without requiring vision and performing the action associated with the operable part. Except for below parts:</p> <ul style="list-style-type: none"> • The Go back button is defined as “d button”. • All checkboxes do not have their discernible name and accessible labels. • All progress bar nodes do not have accessible labels. • The combo box (dropdown menu) does not have accessible labels. • The link “Mitel Logo” does not have discernible name.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> The Edit, Close and Add buttons in Contact Center > Wall Display Screens > New > Panels. <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.</p>
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	MiCCE Web Manager does not have any locking or toggle control.
5.6.2 Visual status	Not applicable	MiCCE Web Manager does not have any locking or toggle control.
5.7 Key repeat	Not applicable	MiCCE Web Manager does not have a key repeat function.
5.8 Double-strike key acceptance	Supports	<p>This requirement is fully met.</p> <p>The delay between two keystrokes is only valid when it is longer than 0.5 seconds.</p>
5.9 Simultaneous user actions	Not applicable	MiCCE Web Manager does not require simultaneous user actions.

Chapter 6: ICT with Two-Way Voice Communication

Notes: : Not applicable. MiCCE Web Manager does not have any features of two-way voice communication.

Chapter 7: ICT with Video Capabilities

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

Chapter 8: Hardware

Notes: Not applicable. MiCCE Web Manager 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 Manager 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 Manager 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	This requirement is only partially met.

Criteria	Conformance Level	Remarks and Explanations
		<p>The electronic support documentation of MiCCE Web Manager supports below criterion:</p> <ul style="list-style-type: none"> • 1.3.3 • 1.4.1 • 2.4.2 • 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

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 1.4.12 • 2.4.6 • 2.4.7 • 3.1.2 <p>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.</p>
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</p>

Criteria	Conformance Level	Remarks and Explanations
		1 tickets would be required to have a Phone live follow up or can be just open though the IVR.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes:

Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required
13.1.2 Text relay services	Not applicable
13.1.3 Sign relay services	Not applicable
13.1.4 Lip-reading relay services	Not applicable
13.1.5 Captioned telephony services	Not applicable
13.1.6 Speech to speech relay services	Not applicable
13.2 Access to relay services	Not applicable
13.3 Access to emergency services	Not applicable

Legal Disclaimer

This Mitel Accessibility Conformance Report provides details of the accessibility features of MiCCE Web Manager, 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.