Mitel Network Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

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

Contact Information: accessibility@mitel.com

Notes: N/A

Evaluation Methods Used:

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

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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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing

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Note: When reporting on conformance with the WCAG 2.0 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)	Partially Support	This requirement is partially supported. Some non-text contents that are presented to the user do not have text alternatives. • All graphs including Answer, Abandon rate, Session, Logged on agent in Service Group. • All icons in Users > "Ready" column. It may affect users with vision difficulties or impairments, including those using assistive technology.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not applicable	MiCCE Web Manager does not have prerecorded audio-only or prerecorded video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Not applicable	MiCCE Web Manager does not have prerecorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not applicable	MiCCE Web Manager 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 and can be programmatically determined.
1.3.2 Meaningful Sequence (Level A)	Supports	This requirement is fully met.

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Criteria	Conformance Level	Remarks and Explanations
		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 Manager does not rely on one sensory characteristic for instructions.
1.4.1 Use of Color (Level A)	Supports	This requirement is fully met. MiCCE Web Manager 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 Manager.
2.1.1 Keyboard (Level A)	Supports	This requirement is fully met. All functionalities in MiCCE Web Manager can be accessed by keyboard (unmodified Tab).
2.1.2 No Keyboard Trap (Level A)	Supports	This requirement is fully met. The current keyboard available functionalities do not cause a keyboard trap.
2.2.1 Timing Adjustable (Level A)	Supports	This requirement is fully met. The timing setting in MiCCE Web Manager is adjustable or under the control of the end user, such as turn off, adjust and extend.

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Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	MiCCE Web Manager does not include any moving, blinking or scrolling. The auto-updating information is essential for providing users the real time information.
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: • 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.
3.1.1 Language of Page (Level A)	Does not support	This requirement is not supported. MiCCE Web Manager does not have a "lang attribute" to be programmatically identified.

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Criteria	Conformance Level	Remarks and Explanations
		These will affect users with vision difficulties or impairments, including those using assistive technology.
3.2.1 On Focus (Level A)	Supports	This requirement is fully met. MiCCE Web Manager does not cause a change of context on focus.
3.2.2 On Input (Level A)	Supports	This requirement is fully met. MiCCE Web Manager does not change the context/setting of the control itself when entering data or selecting a control.
3.3.1 Error Identification (Level A)	Supports	This requirement is fully met. The input errors related to services or configurations can be identified or described in detail.
3.3.2 Labels or Instructions (Level A)	Supports	This requirement is fully met. MiCCE Web Manager provides labels or instructions when content requires user input.
4.1.1 Parsing (Level A)	Supports	This requirement is fully met. 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.
4.1.2 Name, Role, Value (Level A)	Partially Supports	This requirement is only partially met.

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Criteria	Conformance Level	Remarks and Explanations
		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: • 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. These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	MiCCE Web Manager does not have live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	MiCCE Web Manager does not have prerecorded video content.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	This requirement is only partially met.

Criteria	Conformance Level	Remarks and Explanations
		The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, with the following exceptions: • 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. They may affect users with low vision and who do not see the full range of colors.
1.4.4 Resize text (Level AA)	Supports	This requirement is fully met. Text is resized to 200% throughout MiCCE Web Manager without a loss of content of functionality.
1.4.5 Images of Text (Level AA)	Supports	MiCCE Web Manager uses text instead of images of text to convey meaning on user profile image.
2.4.5 Multiple Ways (Level AA)	Supports	This requirement is fully met. MiCCE Web Manager utilizes a fixed navigation of all tabs, search and shortcuts for locating screens.
2.4.6 Headings and Labels (Level AA)	Supports	This requirement is fully met. The headings and labels are clear and descriptive when they are provided.

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Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Supports	This requirement is fully met. The keyboard focus is always available when a UI component is operated.
3.1.2 Language of Parts (Level AA)	Not applicable	MiCCE Web Manager does not contain text with a change in language.
3.2.3 Consistent Navigation (Level AA)	Supports	This requirement is fully met. MiCCE Web Manager has a consistent navigation mechanism.
3.2.4 Consistent Identification (Level AA)	Supports	This requirement is fully met. MiCCE Web Manager components are identified consistently.
3.3.3 Error Suggestion (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.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	Use of MiCCE Web Manager does not inherently cause legal commitments or financial transactions to occur.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

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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	This requirement is only partially met. MiCCE Web Manager provides accessibility information that does not require user vision in most functionalities, except for below parts: • 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.

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Criteria	Conformance Level	Remarks and Explanations
		These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.
302.2 With Limited Vision	Partially supports	This requirement is only partially met. MiCCE Web Manager can be used with limited vision, with one exception: • The Mitel Logo is not shown in High Contrast White Mode. This exception may affect users with color blindness, vision difficulties or impairments.
302.3 Without Perception of Color	Supports	This requirement is fully met. MiCCE Web Manager provides at least one visual mode of operation that does not require user perception of color.
302.4 Without Hearing	Supports	This requirement is fully met. MiCCE Web Manager provides at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing	Supports	This requirement is fully met. MiCCE Web Manager provides at least one mode of operation that enables users to make use of limited hearing.

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Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Not applicable	MiCCE Web Manager does not need speech for input, control, or operation.
302.7 With Limited Manipulation	Supports	This requirement is fully met. MiCCE Web Manager provides at least one mode of operation that does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Not applicable	No manual mode of operation which requires reach or strength is provided.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	This requirement is only partially met. MiCCE Web Manager provides guides and support for users with limited language, cognitive and learning abilities depending on the user's experience. These may affect users with cognitive, language or learning disabilities.

Chapter 4: Hardware

Notes: Not applicable. This is a software product.

Chapter 5: Software

Notes: This part is not applicable because MiCCE Web Manager is not a platform software or an authoring tool.

Chapter 6: [Support Documentation and Services](#)

Notes:

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
602.2 Accessibility and Compatibility Features	Does Not Support	This requirement is not supported. MiCCE Web Manager does not provide accessibility and compatibility features in the documentation currently. These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.
602.3 Electronic Support Documentation	Partially supports	This requirement is only partially met. The electronic support documentation of MiCCE Web Manager supports below criterion: • 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

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Criteria	Conformance Level	Remarks and Explanations
		• 3.2.4 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: • 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 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.

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Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All documentation for MiCCE Web Manager is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not support	This requirement is not supported. The information will be provided when all the accessibility and compatibility features are fully provided on support documentation. These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.
603.3 Accommodation of Communication Needs	Supports	This requirement is fully met. We provide the email address accessibility@mitel.com to receive all general feedback. 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 though the IVR.

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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.

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