

# Mitel Network Accessibility Conformance Report

## WCAG 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.**

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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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (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"> <li>All graphs including Answer, Abandon rate, Session, Logged on agent in Service Group.</li> <li>All icons in Users &gt; “Ready” column.</li> </ul> <p>It may affect users with vision difficulties or impairments, including those using assistive technology.</p>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not applicable	MiCCE Web Manager does not have prerecorded audio-only or prerecorded video-only media.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not applicable	MiCCE Web Manager does not have prerecorded audio content.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not applicable	MiCCE Web Manager does not have prerecorded audio content.
<a href="#">1.3.1 Info and Relationships</a> (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>
<a href="#">1.3.2 Meaningful Sequence</a> (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
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	This requirement is fully met.  MiCCE Web Manager does not rely on one sensory characteristic for instructions.
<a href="#">1.4.1 Use of Color</a> (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.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not applicable	There is not automatically played audio on any web page in MiCCE Web Manager.
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	This requirement is fully met.  All functionalities in MiCCE Web Manager can be accessed by keyboard (unmodified Tab).
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	This requirement is fully met.  The current keyboard available functionalities do not cause a keyboard trap.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Not applicable	There is no character key shortcut in MiCCE Web Manager.
<a href="#">2.2.1 Timing Adjustable</a> (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.
<a href="#">2.2.2 Pause, Stop, Hide</a> (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.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not applicable	MiCCE Web Manager does not contain anything that flashes more than three times in any one second period.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Not applicable	MiCCE Web Manager does not have duplicated content on multiple pages.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	This requirement is fully met.  MiCCE Web Manager provides titles for each page.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	This requirement is fully met.  Users can navigate sequentially through operational content with JAWS.
<a href="#">2.4.4 Link Purpose (In Context)</a> (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"> <li>The shared link in Wall Display Screens does not provide link purpose. It is recognized as a table by JAWS.</li> </ul> These will affect users with vision difficulties or impairments, including those using assistive technology.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Not applicable	MiCCE Web Manager does not require any path-based pointer gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Not applicable	MiCCE Web Manager does not require any path-based pointer gestures.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	This requirement is fully met.  Labels that include text or images of text have their names and are presented visually.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Not applicable	MiCCE Web Manager does not support any device motion or user motion.
<a href="#">3.1.1 Language of Page</a> (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>
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager does not cause a change of context on focus.</p>
<a href="#">3.2.2 On Input</a> (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>
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Not applicable	There is no help mechanism repeated in a set of webpages in MiCCE Web Manager.
<a href="#">3.3.1 Error Identification</a> (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>
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>MiCCE Web Manager provides labels or instructions when content requires user input.</p>
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Not applicable	MiCCE Web Manager does not apply to redundant entry in any scenarios.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">4.1.1 Parsing</a> (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>
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	<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"> <li>• The Go back button is defined as “d button”.</li> <li>• All checkboxes do not have their discernible name and accessible labels.</li> <li>• All progress bar nodes do not have accessible labels.</li> <li>• The combo box (dropdown menu) does not have accessible labels.</li> <li>• The link “Mitel Logo” does not have discernible name.</li> </ul> <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
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not applicable	MiCCE Web Manager does not have live audio content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not applicable	MiCCE Web Manager does not have prerecorded video content.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Not Applicable	MiCCE Web Manager does not have built-in settings for orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Supports	This requirement is fully met.  MiCCE Web Manager provides information of the purpose on input fields and can be programmatically determined.
<a href="#">1.4.3 Contrast (Minimum)</a> (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"> <li>• The page title “Contact Center” (#777777) on home page against the background color (#f5f5f5).</li> <li>• The page titles (#337ab7) and subtitles (#777777) on all pages.</li> <li>• The text against the background color (#D9EDF7) in all selected row of tables.</li> <li>• The linked text of names (#337ab7) in all tables against the background color.</li> </ul> They may affect users with low vision and who do not see the full range of colors.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	This requirement is fully met.

Criteria	Conformance Level	Remarks and Explanations
		Text is resized to 200% throughout MiCCE Web Manager without a loss of content or functionality.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	MiCCE Web Manager uses text instead of images of text to convey meaning on user profile image.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Supports	This requirement is fully met.  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%.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	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"> <li>• The Ascendent and descendent buttons, including the default/active state (#d9d9d9) and clicked state (#999999).</li> <li>• The service level bars (#5CB85C).</li> </ul> They may affect users with low vision and who do not see the full range of colors.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	s requirement is fully met.  The content implemented using markup languages supports the space rules and has no loss of content or functionality.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Supports	This requirement is fully met.

Criteria	Conformance Level	Remarks and Explanations
		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.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	This requirement is fully met.  MiCCE Web Manager utilizes a fixed navigation of all tabs, search and shortcuts for locating screens.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	This requirement is fully met.  The headings and labels are clear and descriptive when they are provided.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	This requirement is fully met.  The keyboard focus is always available when a UI component is operated.
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	This requirement is fully met.  MiCCE Web Manager ensures when an item gets keyboard focus, it is at least partially visible.
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Not applicable	There is no dragging movement in MiCCE Web Manager.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Partially supports	This requirement is partially met.  The sizes of the targets for pointer inputs are at least 24 by 24 CSS pixels with the exception of:

Criteria	Conformance Level	Remarks and Explanations
		Contact Center > Operational Messages > Create > General > Message, "A" (More color) button is 20x30 pixels.  This may affect users with low vision and motor impairment.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not applicable	MiCCE Web Manager does not contain text with a change in language.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	This requirement is fully met.  MiCCE Web Manager has a consistent navigation mechanism.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	This requirement is fully met.  MiCCE Web Manager components are identified consistently.
<a href="#">3.3.3 Error Suggestion</a> (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.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not applicable	Use of MiCCE Web Manager does not inherently cause legal commitments or financial transactions to occur.
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	This requirement is fully met.  MiCCE Web Manager does not make people solve, recall, or transcribe something to log in.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Not Applicable	MiCCE Web Manager does not utilize messages for status changes or updates.

## Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

## Legal Disclaimer

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