

N-Focus Basic Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: N-Focus Basic 5.6

Report Date: June 27, 2024

Product Description: N-Focus provides web-based analysis about the performance and effectiveness of call center operations.

Contact Information: gilles.levreau@freschesolutions.com

Notes:

Evaluation Methods Used: Manual testing

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)

Standard/Guideline	Included In Report
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)

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.

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
1.1.1 Non-text Content (Level A)	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	
1.3.1 Info and Relationships (Level A)	Does Not Support	
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Partially Supports	Trigger sounds can be added or removed, but if a trigger sound has been added by an admin, only an admin can remove it. No control for audio level.
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	
2.2.1 Timing Adjustable (Level A)	Partially Supports	Web session duration timeout is adjustable by an administrator, and can be set to more than 20 hours if needed. The default is 30 minutes.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Users can change the frequency of auto-refresh real-time reports.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	
2.4.1 Bypass Blocks (Level A)	Does not support	No link to skip header and menu.
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Partially Supports	Resizing listing areas is not cancellable.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	
3.1.1 Language of Page (Level A)	Does Not Support	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Partially Supports	Some buttons open popup windows.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	
3.3.1 Error Identification (Level A)	Partially Supports	Error messages appears before the list of fields.
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, 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 .
4.1.2 Name, Role, Value (Level A)	Supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Not Applicable	Autocomplete types not applicable to call center domain.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Most text is black on white, but main menu links, values in report headers and links in forms do not pass.
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 and 2.2)	Does Not Support	
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Does Not Support	
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	Report menu (Export, ...) are hoverable and persistent, but not dismissible.
2.4.5 Multiple Ways (Level AA)	Does Not Support	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Partially Supports	Admin, Advanced, and report tabs do not show the focus. The user agent shows the focus for everything else.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	Settings icon (a cog) and permalink icon (a chain link) in real-time reports are 16 pixels, and within the 24 pixel range of each other. Other targets comply.
3.1.2 Language of Parts (Level AA)	Supports	Single language.
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Partially Supports	Checkmark icons do not have alternative text.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Most of the time a suggestion for correction is provided, but sometimes the error is 'Configuration is not valid'.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Can copy/paste, or use a password manager auto-type feature.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Not Applicable	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Applicable	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Applicable	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Applicable	
1.2.9 Audio-only (Live) (Level AAA)	Not Applicable	
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Does Not Support	
1.4.6 Contrast (Enhanced) (Level AAA)	Partially Supports	
1.4.7 Low or No Background Audio (Level AAA)	Supports	Web triggers audio is controlled by users.
1.4.8 Visual Presentation (Level AAA)	Does Not Support	
1.4.9 Images of Text (No Exception) (Level AAA)	Not Applicable	
2.1.3 Keyboard (No Exception) (Level AAA)	Supports	Navigation is possible using keyboard.
2.2.3 No Timing (Level AAA)	Supports	No timing is needed to navigate.
2.2.4 Interruptions (Level AAA)	Not Applicable	No interruptions.
2.2.5 Re-authenticating (Level AAA)	Does Not Support	
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Does Not Support	
2.3.2 Three Flashes (Level AAA)	Supports	No Flashing
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Supports	No unnecessary motion effects.
2.4.8 Location (Level AAA)	Partially Supports	Active menu entry is highlighted.
2.4.9 Link Purpose (Link Only) (Level AAA)	Partially Supports	Most links and page titles describe the purpose of the page, but 'Edit', 'Delete', ..., links do not include description of what is being edited, deleted, ...
2.4.10 Section Headings (Level AAA)	Supports	Webpage has sections and then each section has headings.
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Supports	
2.4.13 Focus Appearance (Level AAA 2.2 only)	Not Applicable	Focus indicator is determined by the user agent.
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Partially Supports	Settings icon (a cog) and permalink icon (a chain link) in real-time reports are 16 pixels, and within the 44 pixel range of each other. Other targets comply.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.1.3 Unusual Words (Level AAA)	Supports	Definitions and explanations are in admin and user guides, as well as online help sections.
3.1.4 Abbreviations (Level AAA)	Supports	Help section has explanation of acronyms.
3.1.5 Reading Level (Level AAA)	Supports	Vocabulary not specific to domain is not advanced.
3.1.6 Pronunciation (Level AAA)	Does not support	
3.2.5 Change on Request (Level AAA)	Supports	Auto Refresh window opens only when user selects the option.
3.3.5 Help (Level AAA)	Supports	Help option available explaining each field.
3.3.6 Error Prevention (All) (Level AAA)	Supports	Either submissions are reversible, or confirmation is required for non-reversible actions.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Supports	Can copy/paste, use a password manager auto-type feature, or be configured by an admin to use OpenID Connect for single-signon.

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