Genesys Cloud Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Genesys Cloud Insights

Report Date: August 28, 2024

Product Description: Genesys Cloud Insights is a mobile app that allows contact center supervisors to view queues, monitor KPIs, communicate with staff, and more.

Contact Information:

- Feedback & Questions: accessibilityfeedback@genesys.com

- Issues: to report an Accessibility issue, open a case with Genesys Cloud Product Support

Notes: Content that is uploaded by end users to Genesys Cloud or any third-party applications that are embedded within Genesys Cloud are not within the scope of this document. This version supersedes any prior versions. The latest version of this Accessibility Conformance Report (ACR) will be available on the Genesys Cloud Resource Center: https://help.mypurecloud.com/articles/about-accessibility/

Evaluation Methods Used: Manual testing only on iPad/iPhone (VoiceOver).

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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 (Yes)
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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
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 only be used in WCAG Level AAA criteria.

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WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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.

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Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**All:** Partially Supports	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-85 ***Inaccurate Text Alternatives (1):*** **Locations:** Images and buttons that have the "icon" label **Issues:** Images must tell "why" (purpose) and not "what" (content). The "icon" in buttons and images are considered redundant and does not tell users of screen readers where that "icon" leads to or what the "icon" is about.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document)	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Enable Permissions:** Does Not Support **Queues/Users Tab:** Partially Supports **Available Queues:** Supports **Sample Queue Screen:** Supports **Alerts Tab:** Supports **Push Notification Settings:** Supports **New Conversation Metrics Rule:** Does Not Support	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-86 **ENABLE PERMISSIONS** ***Elements on screen cannot be interacted as long as VoiceOver is active (1):*** Also applies to: WCAG 4.1.2 (A) **Location:** Text along with two buttons **Issues:** None of the elements on the permissions screen can be interactive until VoiceOver is disabled. Those who can never see the screen and must use VoiceOver cannot proceed to use Insights or will require visual assistance. **QUEUES/USERS TAB** ***Non-interactive widgets within interactive widgets not exposed to screen readers (1):*** **Locations:** Table within button (queue had to be added) **Issues:** VoiceOver only speaks the name of the queue within the button, but does not speak the table data. Users of VoiceOver

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Criteria	Conformance Level	Remarks and Explanations
		won't be able to get the summary from a "button" because there are users who cannot see the screen. **NEW CONVERSATION METRICS RULE** *None of the controls are accessible for Screen Readers (1):* **Also applies to:** WCAG 4.1.2 (A) **Locations:** All the controls, including the controls within the dialog **Issues:** Inputting information while using VoiceOver is very difficult for users who cannot see the screen. VoiceOver refuses to speak anything even if different controls are accessed by touch.

1.3.2 Meaningful Sequence (Level A)
  Also applies to:
  EN 301 549 Criteria
  • 9.1.3.2 (Web)
  • 10.1.3.2 (Non-web document)
  • 11.1.3.2.1 (Open Functionality Software)
  • 11.1.3.2.2 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
  Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Supports	

1.3.3 Sensory Characteristics (Level A)
  Also applies to:
  EN 301 549 Criteria
	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
• 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
1.4.2 Audio Control (Level A)	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Not Applicable	

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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply	Supports	

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Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	

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Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Not Applicable	Not applicable for this criterion.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool)	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool)	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool)	Supports	

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Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
3.3.1 Error Identification (Level A) Also applies to:	Supports	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, 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) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web)	**Enable Permissions:** Does Not Support **Queues/Users Tab:** Supports **Available Queues:** Partially Supports **Sample Queue Screen:** Does Not Support	Genesys is researching how best to achieve conformance for the gaps with this criterion. This is being tracked via: AMCOMP-I-87 **ENABLE PERMISSIONS**

Criteria	Conformance Level	Remarks and Explanations

• 10.4.1.2 (Non-web document)
• 11.4.1.2.1 (Open Functionality Software)
• 11.4.1.2.2 (Closed Software) – Does not apply
• 11.8.2 (Authoring Tool)
• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)
Revised Section 508
• 501 (Web)(Software)
• 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Alerts Tab: Partially Supports
	Push Notification Settings: Supports
	New Conversation Metrics Rule: Does Not Support
		Elements on screen cannot be interacted as long as VoiceOver is active (1):
		Also applies to: WCAG 1.3.1 (A)
		Location: Text along with two buttons
		Issues: None of the elements on the permissions screen can be interactive until VoiceOver is disabled. Those who can never see the screen and must use VoiceOver cannot proceed to use Insights or will require visual assistance.
		
		AVAILABLE QUEUES
		
		Missing accessible labels (1):
		Locations: Labels near radio buttons
		Issues: The labels are not exposed to users of VoiceOver. VoiceOver does not even speak the radio buttons. There is missing information regarding whether the radio buttons are checked or unchecked.
		
		SAMPLE QUEUE SCREEN
		
		Buttons need accessible labels (2)
		Locations: Two buttons between the dots below the timeline and above the table
		Issues: These buttons have no accessible labels. Users who are unable to see the screen are unable to tell which button is which.
		
		Missing accessible labels (5):
		Locations:
		  1. Waiting
		  2. Interacting
		  3. On Queue
		  4. Off Queue

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Criteria	Conformance Level	Remarks and Explanations
		5. Final row at the end of the table **Issues:** None of the labels are spoken by VoiceOver. Those who cannot see the screen won't get the labels along with the data. **ALERTS TAB** **Missing information needed for screen readers (2):** **Locations:** 1. Inbox tab 2. Rules tab **Issues:** These tabs are missing audio indicators for VoiceOver so that it does not announce which tabs are selected. To those who are blind, these buttons are simply buttons that visually highlight which tab is selected, but to those who cannot see the screen, these tabs are simply "buttons." **NEW CONVERSATION METRICS RULE** ***None of the controls are accessible for Screen Readers (1):*** **Also applies to:** WCAG 1.3.1 (A) **Locations:** All the controls, including the controls within the dialog **Issues:** Inputting information while using VoiceOver is very difficult for users who cannot see the screen. VoiceOver refuses to speak anything even if different controls are accessed by touch.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Supports	

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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations

1.4.10 Reflow (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.10 (Web)
   • 10.1.4.10 (Non-web document)
   • 11.1.4.10 (Open Functionality Software)
   • 11.1.4.10 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	

1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.11 (Web)
   • 10.1.4.11 (Non-web document)
   • 11.1.4.11 (Open Functionality Software)
   • 11.1.4.11 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	

1.4.12 Text Spacing (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.12 (Web)
   • 10.1.4.12 (Non-web document)
   • 11.1.4.12 (Open Functionality Software)
   • 11.1.4.12 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	

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Criteria	Conformance Level	Remarks and Explanations

1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.13 (Web)
   • 10.1.4.13 (Non-web document)
   • 11.1.4.13 (Open Functionality Software)
   • 11.1.4.13 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	

2.4.5 Multiple Ways (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.2.4.5 (Web)
   • 10.2.4.5 (Non-web document) – Does not apply
   • 11.2.4.5 (Open Functionality Software) – Does not apply
   • 11.2.4.5 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software) – Does not apply to non-web software
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs) – Does not apply to non-web docs
	Not Applicable	Not applicable for this criterion.

2.4.6 Headings and Labels (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.2.4.6 (Web)
   • 10.2.4.6 (Non-web document)
   • 11.2.4.6 (Open Functionality Software)
	Supports	

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Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	

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Criteria	Conformance Level	Remarks and Explanations

3.1.2 Language of Parts (Level AA)
 Also applies to:
 EN 301 549 Criteria
    • 9.3.1.2 (Web)
    • 10.3.1.2 (Non-web document)
    • 11.3.1.2 (Open Functionality Software) – Does not apply
    • 11.3.1.2 (Closed Software) – Does not apply
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
 Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	Not applicable for this criterion.

3.2.3 Consistent Navigation (Level AA)
 Also applies to:
 EN 301 549 Criteria
    • 9.3.2.3 (Web)
    • 10.3.2.3 (Non-web document) – Does not apply
    • 11.3.2.3 (Open Functionality Software) – Does not apply
    • 11.3.2.3 (Closed Software) – Does not apply
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
 Revised Section 508
    • 501 (Web)(Software) – Does not apply to non-web software
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	

3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria	Supports	

Criteria	Conformance Level	Remarks and Explanations
9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software)	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
• 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.

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Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Supports	
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
2.2.6 Timeouts (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.4.13 Focus Appearance (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.5.5 Target Size (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not applicable for this criterion.

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Notes:

Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

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Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Several pieces of functionality within the product are inaccessible to users without vision, as shown in the following WCAG Criteria: • 1.1.1 - Non-text Content • 1.3.1 – Info and Relationships • 4.1.2 - Name, Role, Value See WCAG 2.2 section for details regarding any exceptions.
302.2 With Limited Vision	Does Not Support	Several pieces of functionality within the product are inaccessible to users with limited vision, as shown in the following WCAG Criteria: • 1.1.1 - Non-text Content • 1.3.1 – Info and Relationships • 4.1.2 - Name, Role, Value See WCAG 2.2 section for details regarding any exceptions.
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Not Applicable	Not applicable for this criterion.
302.5 With Limited Hearing	Not Applicable	Not applicable for this criterion.
302.6 Without Speech	Not Applicable	Not applicable for this criterion.
302.7 With Limited Manipulation	Partially Supports	Several pieces of functionality within the product are inaccessible to users with limited manipulation, as shown in the following WCAG Criteria: • 4.1.2 - Name, Role, Value

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Criteria	Conformance Level	Remarks and Explanations
		See WCAG 2.2 section for details regarding any exceptions.
302.8 With Limited Reach and Strength	Not Applicable	Not applicable for this criterion.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Several pieces of functionality within the product are inaccessible to users with limited language, cognitive and learning abilities, as shown in the following WCAG Criteria: • 1.1.1 - Non-text Content • 1.3.1 – Info and Relationships • 4.1.2 - Name, Role, Value See WCAG 2.2 section for details regarding any exceptions.

Chapter 4: Hardware

Notes: Genesys Cloud Insights is a mobile application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: Genesys Cloud Insights is a mobile application and the criteria in sections 502 and 503 do not apply.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.2 section	See information in WCAG 2.2 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

Notes:

- Documentation for Genesys Cloud Insights is available on the Genesys Cloud Resource Center (https://help.mypurecloud.com/).
- The Genesys Cloud Resource Center Accessibility Conformance Report (ACR) is available via https://help.mypurecloud.com/articles/about-accessibility/

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	See Genesys Cloud Resource Center ACR.	
602.3 Electronic Support Documentation	See Genesys Cloud Resource Center ACR.	
602.4 Alternate Formats for Non-Electronic Support Documentation	See Genesys Cloud Resource Center ACR.	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	See Genesys Cloud Resource Center ACR.	
603.3 Accommodation of Communication Needs	See Genesys Cloud Resource Center ACR.	

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	Several pieces of functionality within the product are inaccessible to users without vision, as shown in the following WCAG Criteria: • 1.1.1 - Non-text Content • 1.3.1 – Info and Relationships

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Criteria	Conformance Level	Remarks and Explanations
		• 4.1.2 - Name, Role, Value See WCAG 2.2 section for details regarding any exceptions.
4.2.2 Usage with limited vision	Does Not Support	Several pieces of functionality within the product are inaccessible to users with limited vision, as shown in the following WCAG Criteria: • 1.1.1 - Non-text Content • 1.3.1 – Info and Relationships • 4.1.2 - Name, Role, Value See WCAG 2.2 section for details regarding any exceptions.
4.2.3 Usage without perception of colour	Supports	
4.2.4 Usage without hearing	Not Applicable	Not applicable for this criterion.
4.2.5 Usage with limited hearing	Not Applicable	Not applicable for this criterion.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Not applicable for this criterion.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Several pieces of functionality within the product are inaccessible to users with limited manipulation or strength, as shown in the following WCAG Criteria: • 4.1.2 - Name, Role, Value See WCAG 2.2 section for details regarding any exceptions.
4.2.8 Usage with limited reach	Not Applicable	Not applicable for this criterion.

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Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Not applicable for this criterion.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Several pieces of functionality within the product are inaccessible to users with limited language, cognitive and learning abilities, as shown in the following WCAG Criteria: • 1.1.1 - Non-text Content • 1.3.1 – Info and Relationships • 4.1.2 - Name, Role, Value See WCAG 2.2 section for details regarding any exceptions.
4.2.11 Privacy	Supports	

Chapter 5: Generic Requirements

Note: Not applicable. Genesys Cloud Insights does not have closed functionality.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable. Genesys Cloud Insights does not have Two-Way Voice Communication.

Chapter 7: ICT with Video Capabilities

Notes: Not applicable. Genesys Cloud Insights does not have Video Capabilities.

Chapter 8: Hardware

Notes: Not applicable

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Chapter 9: Web *(see WCAG 2.2 section)*

Chapter 10: Non-Web Documents

Notes: Not applicable

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.2 section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Chapter 11: Software

Notes: Not applicable.

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Not Applicable	
11.5.2.6 Row, column, and headers	Not Applicable	
11.5.2.7 Values	Not Applicable	
11.5.2.8 Label relationships	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
11.5.2.9 Parent-child relationships	Not Applicable	
11.5.2.10 Text	Not Applicable	
11.5.2.11 List of available actions	Not Applicable	
11.5.2.12 Execution of available actions	Not Applicable	
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	
11.5.2.14 Modification of focus and selection attributes	Not Applicable	
11.5.2.15 Change notification	Not Applicable	
11.5.2.16 Modifications of states and properties	Not Applicable	
11.5.2.17 Modifications of values and text	Not Applicable	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Not Applicable	
11.7 User preferences	Not Applicable	
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

Chapter 12: Documentation and Support Services

Notes:

- Documentation for Genesys Cloud Insights is available on the Genesys Cloud Resource Center (https://help.mypurecloud.com/).
- The Genesys Cloud Resource Center ACR is available via https://help.mypurecloud.com/articles/about-accessibility/

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	See Genesys Cloud Resource Center ACR.	

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Criteria	Conformance Level	Remarks and Explanations
12.1.2 Accessible documentation	See Genesys Cloud Resource Center ACR.	
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	See Genesys Cloud Resource Center ACR.	
12.2.3 Effective communication	See Genesys Cloud Resource Center ACR.	
12.2.4 Accessible documentation	See Genesys Cloud Resource Center ACR.	

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not applicable. Genesys Cloud Insights does not provide relay and emergency service access.

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