Carbyne - Admin Web/Control Center Accessibility Conformance Report

(Based on VPAT® Version 2.4)

Name of Product/Version:

Control Center 4.92.01

Report Date:

04/10/2023

Product Description:

Control Center is the Carbyne back-office administration platform intended to be used with Universe and APEX. It enables the administrator to make configuration changes, track activities and manage contacts, users, and groups displayed on the platform. It also provides access to Events History and critical system logs.

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Notes:

This report was created upon completion of accessibility evaluation performed during March 2023.

The report is considered accurate at the time of publishing.

Detailed Scope:

The scope of this VPAT is restricted to specific pages listed in the table below for the following website:

Id#	Screens/Pages/Components	URL
1	Side nav	https://c-control-eu-west-1.carbynenet.com/app/eventshistory
2	Contacts	https://c-control-eu-west-1.carbynenet.com/app/contacts
3	Edit Contact Modal	https://c-control-eu-west-1.carbynenet.com/app/contacts
4	Analytics - call volume	https://c-control-eu-west-1.carbynenet.com/app/analytics
5	Analytics - call answer times	https://c-control-eu-west-1.carbynenet.com/app/analytics
6	Analytics - Agent Performance	https://c-control-eu-west-1.carbynenet.com/app/analytics
7	Users	https://c-control-eu-west-1.carbynenet.com/app/users
8	Create User Modal	https://c-control-eu-west-1.carbynenet.com/app/users
9	Activity Log	https://c-control-eu-west-1.carbynenet.com/app/activitylog
10	Configurations	https://c-control-eu-west-1.carbynenet.com/app/configurations
11	WallBoard Landing	https://c-control-eu-west-1.carbynenet.com/app/wallboard
12	Wallboard - Queue Status	https://c-control-eu-west-1.carbynenet.com/wallboard/queue-status

13	Wallboard - Seat Maps	https://c-control-eu-west-1.carbynenet.com/wallboard/seat-map
14	Events History	https://c-control-eu-west-1.carbynenet.com/app/eventshistory
15	Event Details	https://c-control-eu-west-1.carbynenet.com/app/eventshistory/eventsinfo/3321db54-fd2f-4a6a-8907-e0942f067e43_8578r2tqpurnj97re2dt
16	Attributes For Export Modal	https://c-control-eu-west-1.carbynenet.com/app/eventshistory/eventsinfo/3321db54-fd2f-4a6a-8907-e0942f067e43_6oe3nt0gk4halc40ikqf
17	Wallboard - Video Board	https://c-control-eu-west-1.carbynenet.com/video-board

Evaluation Methods Used:

A combination of automated and manual testing techniques was employed for the accessibility assessment.

- Manual assessment was performed using Chrome/NVDA on Windows 10 and extensive use of keyboard.
- Automated tools used included the Deque aXe browser extension & Deque aXe Auditor.

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)

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

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, the criteria 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) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. • **Controls, Input**: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) • **Time-Based Media**: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) • **Test**: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • **Sensory**: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • **CAPTCHA**: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.	Partially Supports	Most of the images have a meaningful alternative text description. Non-relevant or decorative images have empty text alternative and/or ignored by the screen reader. Exceptions include: • Text alternative is missing in "Contacts", and "Side nav" pages. • Media file is missing text alternative in "Wallboard - Video Board" page. • Images must have alternate text in "Side nav" page. • Text alternative does not include essential text in image in "Wallboard - Queue Status" and "Wallboard - Video Board" pages.

Criteria	Conformance Level	Remarks and Explanations
• **Decoration, Formatting, Invisible**: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.		
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • **Prerecorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • **Prerecorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	Supports	
1.2.2 Captions (Prerecorded) (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Partially Supports	Most of the prerecorded audio content in synchronized media has captions. Exception include: • Captions are not available in "Event Details" page.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Captions are provided for all live audio content in synchronized media.	Supports	
1.3.1 Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Does Not Support	Majority of the visual structure and relationship information in the web pages are not provided through object information or are not available programmatically. • Content should be in a data table but is not in "Analytics - Agent Performance", "Analytics - call answer times" and "Analytics - call volume" pages. • Data table has missing or incomplete

Criteria	Conformance Level	Remarks and Explanations
		header cell markup in "Activity Log" page. • Group label is not associated with its checkboxes in "Attributes For Export Modal" and "Events History" pages. • Text should not be marked as a heading in "Wallboard - Queue Status" page. • Visual heading text is not marked as heading in "Activity Log", "Analytics - call volume", "Attributes For Export Modal", "Configurations", "Contacts", "Create User Modal", "Edit Contact Modal", "Event Details", "Events History", "Users", "Wallboard - Queue Status" and "WallBoard Landing" pages. • elements must be contained in a or in "Analytics - call answer times" page. • and must only directly contain , <script> or <template> elements in "Analytics - call answer times" page. • Information or relationship only presented visually in "Wallboard - Seat Maps" page.
1.3.2 Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Partially Supports	Most of the content is presented in a meaningful sequence. Exceptions include: • Reading order of static content changes meaning in "Configurations" page. • Hidden content is readable with a screen reader in "Analytics - call volume" and "Side nav" pages.
1.3.3 Sensory Characteristics (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. *Note:* For requirements related to color, refer to Guideline 1.4.		
1.4.1 Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. *Note:* This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.	Partially Supports	Most of the content to convey information, indicating an action, prompting a response, or distinguishing a visual element is not conveyed through color as means. Exception include: • Color alone is used to convey info in "Activity Log", "Attributes For Export Modal", "Configurations", "Contacts", "Create User Modal", "Event Details", "Events History"," Users", "Wallboard - Queue Status" and "Wallboard - Video Board" pages.
1.4.2 Audio Control (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	Supports	The web pages do not contain audio content that plays automatically.
2.1.1 Keyboard (Level A) All functionality of the content is operable through a keyboard	Does not Support	Majority of the functionality is not operable through a keyboard interface.

Criteria	Conformance Level	Remarks and Explanations

interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.
 	
    Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.
    Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.
		• Action cannot be performed with a screen reader turned on in "Analytics - call volume" page.
		• Drag and drop feature is not keyboard accessible in "Contacts" page.
		• Function cannot be performed by keyboard alone in "Activity Log", "Analytics - Agent Performance", "Analytics - call answer times", "Analytics - call volume", "Attributes For Export Modal", "Configurations", "Contacts", "Create User Modal", "Edit Contact Modal", "Event Details", "Events History", "Side nav", "Users" and "Wallboard - Video Board" pages.
		• Scrollable region must have keyboard access in "Activity Log", "Analytics - call answer times", "Analytics - call volume", "Configurations", "Contacts", "Event Details", "Events History" and "Users" pages.

2.1.2 No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-	Partially Supports	In most of the pages there were no areas where a keyboard user was not able to navigate away or out of an element Exception include: • Keyboard trap in "Configurations" page.

Criteria	Conformance Level	Remarks and Explanations
Interference.		
2.2.1 Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the following is true: • **Turn off:** The user is allowed to turn off the time limit before encountering it; or • **Adjust:** The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • **Extend:** The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • **Real-time Exception:** The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • **Essential Exception:** The time limit is essential and extending it would invalidate the activity; or • **20 Hour Exception:** The time limit is longer than 20 hours.	Supports	
2.2.2 Pause, Stop, Hide (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true: • **Moving, blinking, scrolling:** For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.	Partially Supports	Most of all the moving, blinking, scrolling and Auto-updating content have mechanism to Stop/Pause the auto-updating content. Exception include: • Moving/blinking content has no pause/stop mechanism in "Wallboard - Seat Maps" page.

Criteria	Conformance Level	Remarks and Explanations
Note 1: For requirements related to flickering or flashing content, refer to Guideline 2.3. *Note 2:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. *Note 3:* Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so. *Note 4:* An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.		
2.3.1 Three Flashes or Below Threshold (Level A) Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	Supports	The web pages do not contain flashing content.
2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Web pages have titles that describe topic or purpose.	Does not Support	Page <title> does not identify purpose of page across several pages in the web site.
2.4.3 Focus Order (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Partially Supports	Most of the web pages can be navigated sequentially in an order, that preserved the meaning and operability. Exceptions include: • Hidden or empty element receives focus in "Activity Log", "Analytics - call volume", "Event Details", "Events History" and "Side nav" pages. • Keyboard focus is lost or misplaced due to user interaction or content update in "Edit Contact Modal" page.
2.4.4 Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Supports	
3.1.1 Language of Page (Level A) The default human language of each Web page can be programmatically determined.	Supports	
3.2.1 On Focus (Level A) When any user interface component receives focus, it does not initiate a change of context.	Supports	
3.2.2 On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the	Supports	

Criteria	Conformance Level	Remarks and Explanations
component.		
3.3.1 Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Supports	
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Partially Supports	Most of the form fields have a label or instructions when content requires user input. Exceptions include: • Instructions missing for assistive technology users in "Edit Contact Modal" page. • Visible label missing in "Events History" page.
4.1.1 Parsing (Level A) 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, except where the specifications allow these features. *Note:* Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.	Does not Support	Majority of the elements do not have complete start and end tags, elements are not nested according to their specifications, elements contain duplicate attributes, and IDs are not unique. • Certain ARIA roles must be contained by particular parents in "Analytics - Agent Performance", "Analytics - call answer times" and "Analytics - call volume" pages. • Certain ARIA roles must contain particular children in "Activity Log", "Analytics - call answer times", "Configurations", "Contacts", "Edit Contact Modal", "Events History" and "Users" pages. • id attribute value must be unique in "Activity Log", "Analytics - Agent Performance", "Analytics - call volume",

Criteria	Conformance Level	Remarks and Explanations
		"Contacts" and "Events History" pages.
4.1.2 Name, Role, Value (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. *Note:* This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.	Does not Support	Majority of the user interface components do not provide programmatic name, role, and/or state information. • Accordion (toggle) is missing appropriate roles and/or attributes in "Event Details" page. • ARIA attributes must conform to valid names in "Analytics - Agent Performance" and "Analytics - call answer times" pages. • ARIA attributes must conform to valid values in "Event Details" page. • ARIA input fields must have an accessible name in "Configurations", "Create User Modal" and "Edit Contact Modal" pages. • Combobox is missing appropriate roles and/or attributes in "Activity Log" and "Events History" pages. • Elements must only use allowed ARIA attributes in "Analytics - Agent Performance", "Analytics - call answer times", "Analytics - call volume" and "Event Details" pages. • The element has missing or incorrect states or properties in "Activity Log" and "Events History" pages. • Tooltip content is not accessible to screen readers in "Configurations", "Contacts" and "Create User Modal"

Criteria	Conformance Level	Remarks and Explanations
		pages. • ARIA hidden element must not be focusable or contain focusable elements in "Analytics - call answer times" page. • Button disabled state is not conveyed in "Activity Log" and "Events History" pages. • Button does not have a name in "Analytics - Agent Performance", "Configurations", "Contacts", "Edit Contact Modal", "Users" and "Wallboard - Video Board" pages. • Button does not have a role in "Activity Log", "Analytics - Agent Performance", "Analytics - call volume", "Contacts", "Events History", "Side nav" and "Wallboard - Video Board" pages. • Button is missing both a role and a name in "Activity Log", "Contacts", "Create User Modal", "Edit Contact Modal", "Events History" and "Side nav" pages. • Button pressed state is not conveyed in "Activity Log", "Analytics - call answer times", "Analytics - call volume", "Contacts", "Edit Contact Modal", "Event Details" and "Events History" pages. • Buttons must have discernible text in "Analytics - Agent Performance", "Analytics - call answer times", "Analytics - call volume", "Contacts",

Criteria	Conformance Level	Remarks and Explanations
		"Edit Contact Modal", "Event Details" and "Events History" pages.
		• Custom checkbox does not have a role and/or state in "Attributes For Export Modal" and "Events History" pages.
		• Form elements must have labels in "Events History" page.
		• Form field is not labeled in "Analytics - call volume", "Configurations" and "Events History" pages.
		• Frames must have an accessible name in "Analytics - Agent Performance", "Analytics - call answer times" and "Analytics - call volume" pages.
		• Link does not have a role in "Analytics - call volume" page.
		• Links must have discernible text in "Side nav" page.
		• Select element must have an accessible name in "Events History" page.
		• Expand/collapse state of the element is missing or incorrect in "Configurations", "Contacts" and "Events History" pages.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Supports	The web pages do not contain any live video content with audio.
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Partially Supports	Audio descriptions are provided for most of the prerecorded video content in synchronized media. Exception include: • Audio description is not available in "Event Details" page.
1.4.3 Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: • **Large Text:** Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • **Incidental:** Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • **Logotypes:** Text that is part of a logo or brand name has no contrast requirement.	Does Not Support	Majority of the text content does not meet the minimum contrast requirements. • Elements must have sufficient color contrast in "Activity Log", "Analytics - Agent Performance"," Analytics - call volume", "Configurations", "Contacts", "Create User Modal", "Event Details"," Events History", "Users", "Wallboard - Queue Status" and "Wallboard - Seat Maps" pages. • Link or button text lacks 4.5:1 contrast ratio on focus in "Wallboard - Queue Status" page. • Link or button text lacks 4.5:1 contrast ratio on hover in "Analytics - call answer times"," Analytics - call volume" and "Side nav" pages. • Link or button text lacks 4.5:1 contrast

Criteria	Conformance Level	Remarks and Explanations
		ratio on hover or focus in "Configurations"," Edit Contact Modal" and "Users" pages. • Text content lacks 4.5:1 contrast ratio in "Analytics - call answer times", "Analytics - call volume", "Configurations", "Contacts", "Create User Modal", "Edit Contact Modal", "Events History", "Side nav" and "Users" pages.
1.4.4 Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Does Not Support	Content is lost at 200% zoom in several pages across the web site.
1.4.5 Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • **Customizable:** The image of text can be visually customized to the user's requirements; • **Essential:** A particular presentation of text is essential to the information being conveyed. *Note:* Logotypes (text that is part of a logo or brand name) are considered essential.	Supports	
2.4.5 Multiple Ways (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	Supports	
2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Partially Supports	Most headings and labels are descriptive. Exception include: • Programmatic label does not convey

Criteria	Conformance Level	Remarks and Explanations
		purpose of control in "Configurations" and "Events History" pages.
2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Partially Supports	Most of the keyboard operable user interfaces have a visible keyboard focus indicator. Exceptions include: • Focus indicator is missing in "Activity Log", "Configurations", "Contacts", "Create User Modal" and "Side nav" pages. • Focus indicator is not visible in "Events History" page.
3.1.2 Language of Parts (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports	
3.2.3 Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Supports	
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.	Supports	
3.3.3 Error Suggestion (Level AA) If an input error is automatically detected and suggestions for	Supports	

Criteria	Conformance Level	Remarks and Explanations
correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: • **Reversible:** Submissions are reversible. • **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Supports	

Table 3: Success Criteria, Level AAA

Notes: Level AAA success criterions are not within the scope of this conformance evaluation.

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