

**Date:** 4<sup>th</sup> May 2006

**Name of Product:** Cisco Unified Customer Interaction Analyzer Version 1.0

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<b>Summary Table Voluntary Product Accessibility Template</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and Explanations</b>
Section 1194.21 Software Applications and Operating Systems	Not Included	
Section 1194.22 Web-based internet information and applications	Included	This only a web based application.
Section 1194.23 Telecommunications Products	Not Included	
Section 1194.24 Video and Multi-media Products	Not Included	
Section 1194.25 Self-Contained, Closed Products	Not Included	
Section 1194.26 Desktop and Portable Computers	Not Included	
Section 1194.31 Functional Performance Criteria	Included	
Section 1194.41 Information, Documentation and Support - Detail	Included	

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**Section 1194.22: Web-based Internet information and applications - Detail  
Voluntary Product Accessibility Template**

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Criteria	Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Does Not Support	We use text descriptions for some of our non-text elements; however the dynamic content that we provide on the portal does not provide text equivalents. Some of the elements that are built dynamically have an export option to Excel. In addition, many of the images do not have ALT tags with text descriptions.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	We do not provide a transcription option for the recorded call audio.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does Not Support	The application does not meet this requirement. When browser settings are changed to increase or decrease the text size, it does not change the text size of the content in the application. Screen magnifier software may be used to improve

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		visibility.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	
(g) Row and column headers shall be identified for data tables.	Does Not Support	The tables presented in the application currently do not have column and row headers.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Does Not Support	The tables presented in the application currently do not have column and row headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Does Not Support	Frames presented in the application currently do not have title tags.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	The application does not use blinking text or objects, but we have scrolling text and animated emotion-cons for representing customer or agent emotional states.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Does Not Support	
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be	Does Not Support	Currently some pages of the applicable are unusable due to the utilization of scripting languages to

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read by Assistive Technology.		display content or to create interface elements.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Does Not Support	Nearly all of our dynamic content has an option to export the results to Microsoft Excel.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Does Not Support	Framework is not accessible to keyboard navigation which impacts access to forms on the application.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	The application currently does not have timed instructions in place.

**Section 1194.31: Functional Performance Criteria - Detail  
Voluntary Product Accessibility Template**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and Explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be	Does Not Supported	See 1194.22 (a), (g), (i), (k), (n) and (o)

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provided.		
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Does Not Support	See 1194.22 (a), (d) and (k)
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports with Exceptions	See 1194.22 (b) – Audio recordings do not provide transcripts.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports with Exceptions	See 1194.22 (b) – Audio recordings do not provide transcripts.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	

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**Section 1194.41: Information, Documentation and Support - Detail Voluntary Product Accessibility Template**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and Explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Cisco TAC has a policy to provide accessible documentation for the blind upon request.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Cisco TAC has a policy to provide accessible documentation for the blind upon request.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Cisco TAC calls can be either opened through Cisco.com (accommodates Deaf users) or telephone call (accommodates Blind users).

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