



PureConnect®

2020 R1

Generated:

18-February-2020

Content last updated:

14-August-2019

See [Change Log](#) for summary of changes.



Accessibililty Compliance

Technical Reference

Abstract

This technical reference is a general guide for configuring Interaction Desktop to comply with Section 508 standards. Accessibility compliance also includes enhancements based on AODA-UK (Accessibility for Ontarians with Disabilities Act) guidelines. Each business's implementation is unique therefore compliance may require configuration changes that fit your specific environment or users.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.

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Introduction

We tested PureConnect Interaction Desktop, using the Department of Homeland Security Compliance Test Processes and Tools. See <https://www.dhs.gov/compliance-test-processes> and <https://www.dhs.gov/508-tools>.

Note: This document reflects Interaction Desktop accessibility compliance as of version 2019 R3. Earlier versions meet the absolute minimum ADA Rule 508 standards and capabilities. Some customers may find earlier versions unsatisfactory for their use. Accessibility enhancements based on AODA-UK (Accessibility for Ontarians with Disabilities Act) guidelines first appeared in 2019 R3. Genesys has tested only Interaction Desktop for compliance. We have not tested any other ancillary applications.

Administrators must create workgroups and configure client templates for users who require settings that meet 508 Compliance standards. Templates also enable ease of deployment for users who require the accessibility enhancements based on AODA guidelines.

Setup Overview

1. Create an Accessibility Compliance Workgroup or Workgroups depending on your organizational needs.
2. Create Interaction Desktop Workspace Template or Templates.
3. Apply the Interaction Desktop Workspace Template or Templates created in Interaction Administrator.
4. Optionally, add the `accessibilitycompliant=true` server parameter.
5. To support text-to-speech output, install the JAWS screen reader on each applicable workstation. Users must start the JAWS screen reader before starting Interaction Desktop.

Note: The JAWS computer screen reader is a licensed, third-party application that is not included with Interaction Desktop.

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Accessibility Parameter

To take advantage of optional accessibility compliance enhancements based on AODA-UK guidelines, use the **accessibilitycompliant=true** command line parameter or server parameter.

You can set the server parameter in Interaction Administrator or supply your users with a command line argument. Server parameters affect all Interaction Desktop users in all future sessions. You use a command line argument when starting Interaction Desktop, typically in a Windows shortcut. A command line argument affects only the current user in the current session.

Note: The command line argument overrides the server parameter setting.

Example: "C:\Program Files (x86)\Interactive Intelligence\ICUserApps\InteractionDesktop.exe" - accessibilitycompliant=true

When you set **accessibilitycompliant** to true:

- Enabled toolbar button names appear in high contrast, making them easier to see and read.
- The screen reader fully describes a selected interaction (name, number, state, and so on.).
Note: Accessibilitycompliant defaults to "false." In that case, the screen reader describes a selected interaction only by number; for example, 1 of 3.
- If a search fails to find matching records, the screen reader announces that no records were found.

Workgroups

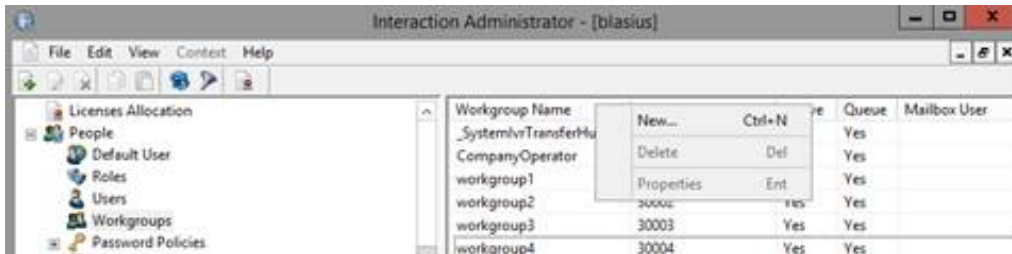
Create one or more workgroups for users with disabilities. Administrators can then ensure consistency across the application and in training with the use of Shortcut Keys and Quick Keys.

Note: You need multiple workgroups if users with disabilities are in different departments or other administrative groups.

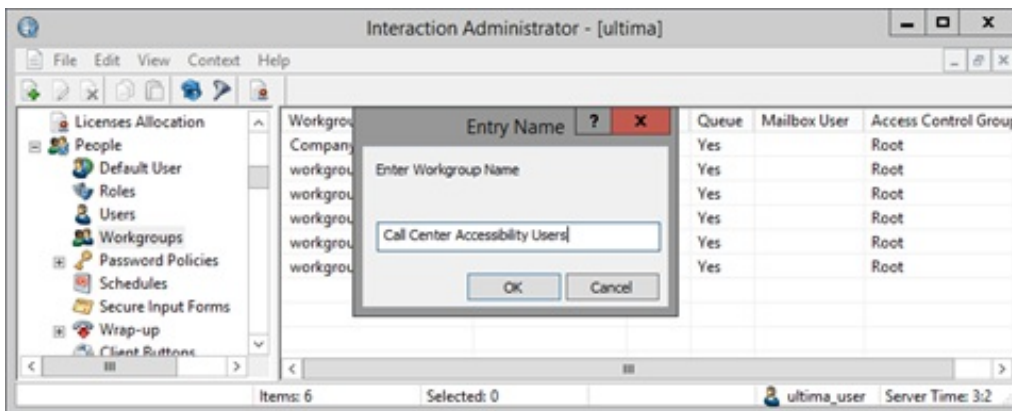
[Create an Accessibility Compliance Workgroup](#)

Create an Accessibility Compliance Workgroup

1. In the Workgroup area, right-click and select **New**.



2. In the **Entry Name** box, type a workgroup name that identifies the users as well the area to which you assigned them. In this example, the new Workgroup is Call Center Accessibility Users.



3. Follow the instructions in the Interaction Administrator help to configure the organization.
4. Add the appropriate users to this workgroup.

Client Templates

Before deploying for accessibility compliance, administrators must create client templates. Client templates ensure consistent Interaction Desktop configuration across all accessibility compliant workgroups. Administrators use Interaction Desktop to create client templates and Interaction Administrator to deploy these templates to selected workgroups.

Warning: If you require users to make these changes themselves, Interaction Desktop configuration and option settings may not be accessibility compliant.

[Create an Accessibility Compliance Template](#)

[Apply the Interaction Desktop Workspace Template](#)

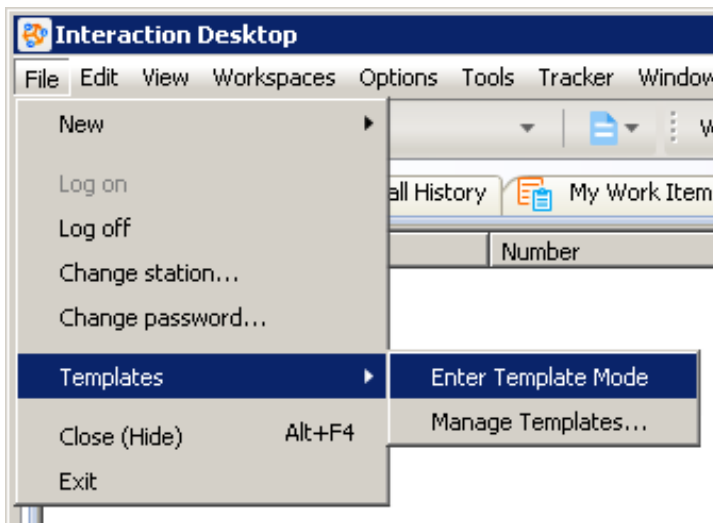
Accessibility Compliance Guide

Create an Accessibility Compliance Template

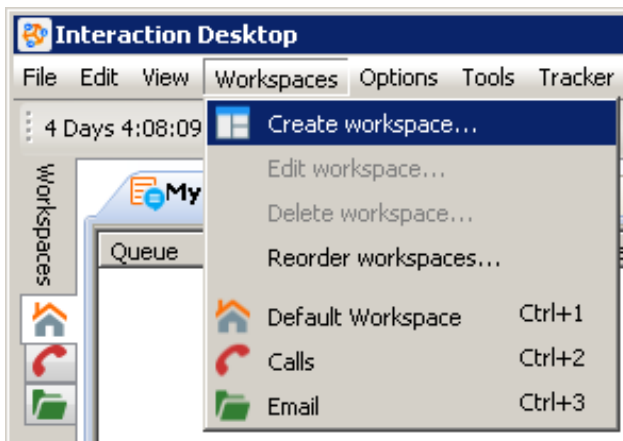
Requirements: The Interaction Desktop user must have a **Client Access** license, the **Manage Client Templates** Security right, and the **Customize Client** Security right.

Note: Depending on your organization, you may need multiple templates to match the various roles of users with disabilities. Repeat these instructions for each template needed.

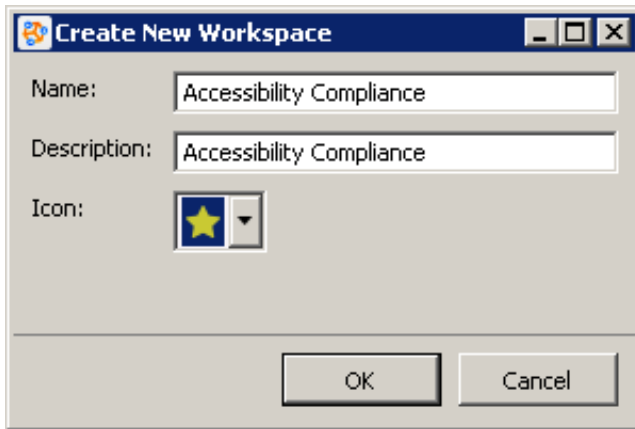
1. Log on to Interaction Desktop.
2. Select **File > Templates > Enter Template Mode**.



3. Select **Workspaces > Create workspace**.



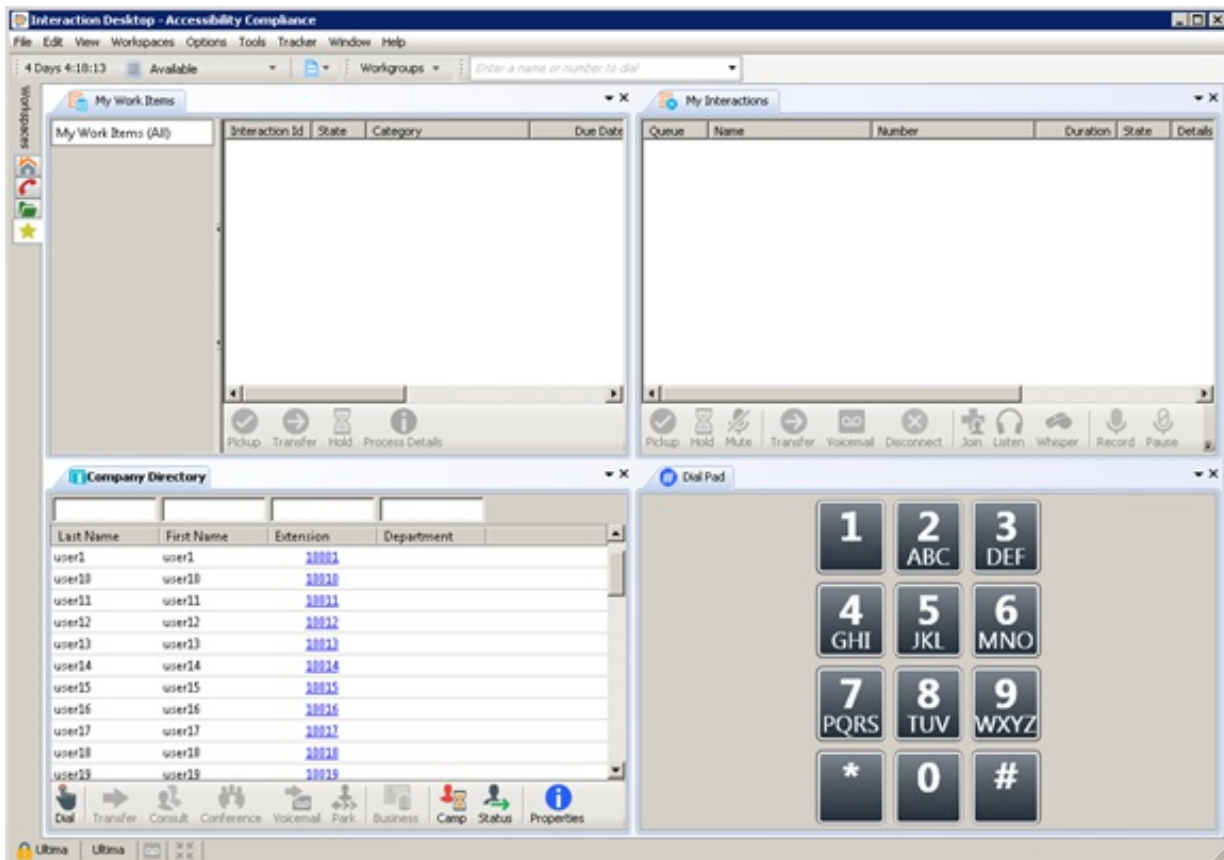
4. In the **Create New Workspace** dialog, give the Workspace an appropriate **Name**, **Description**, and **Icon**, then click **OK**.



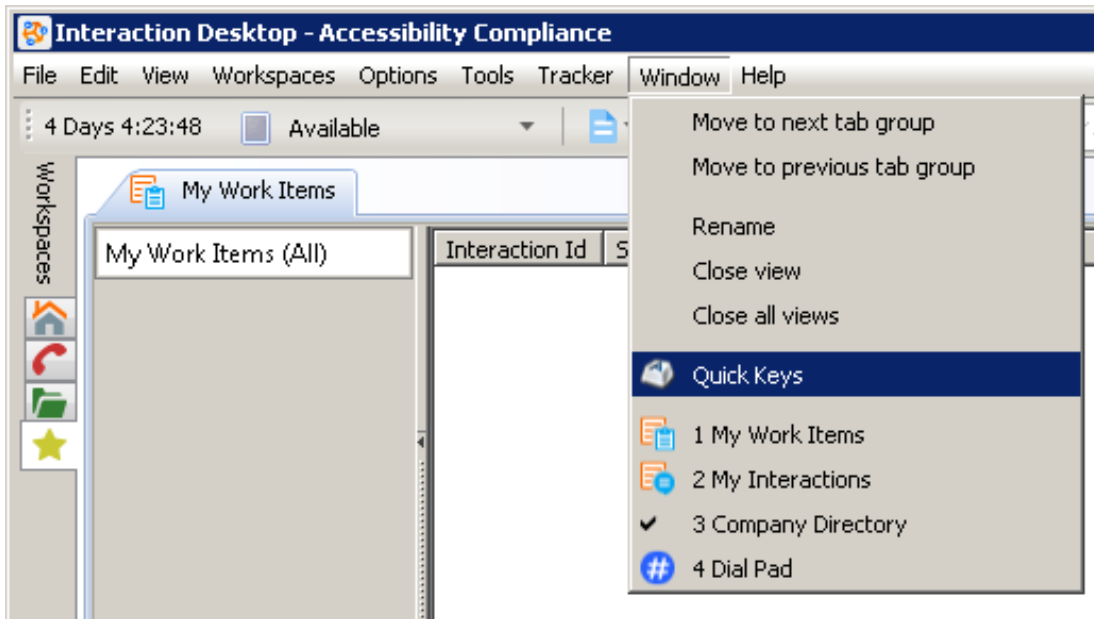
- If the **Getting Started** view appears in your new custom workspace, right-click its tab and select **Close View** from the menu that appears.
- Add views to the template.

Add the views required for users' everyday tasks to this new workspace. These views include queues and directories to which they need access. In this example, My Work Items, My Interactions, Dial Pad, and Company Directory appear in the Accessibility Compliance workspace.

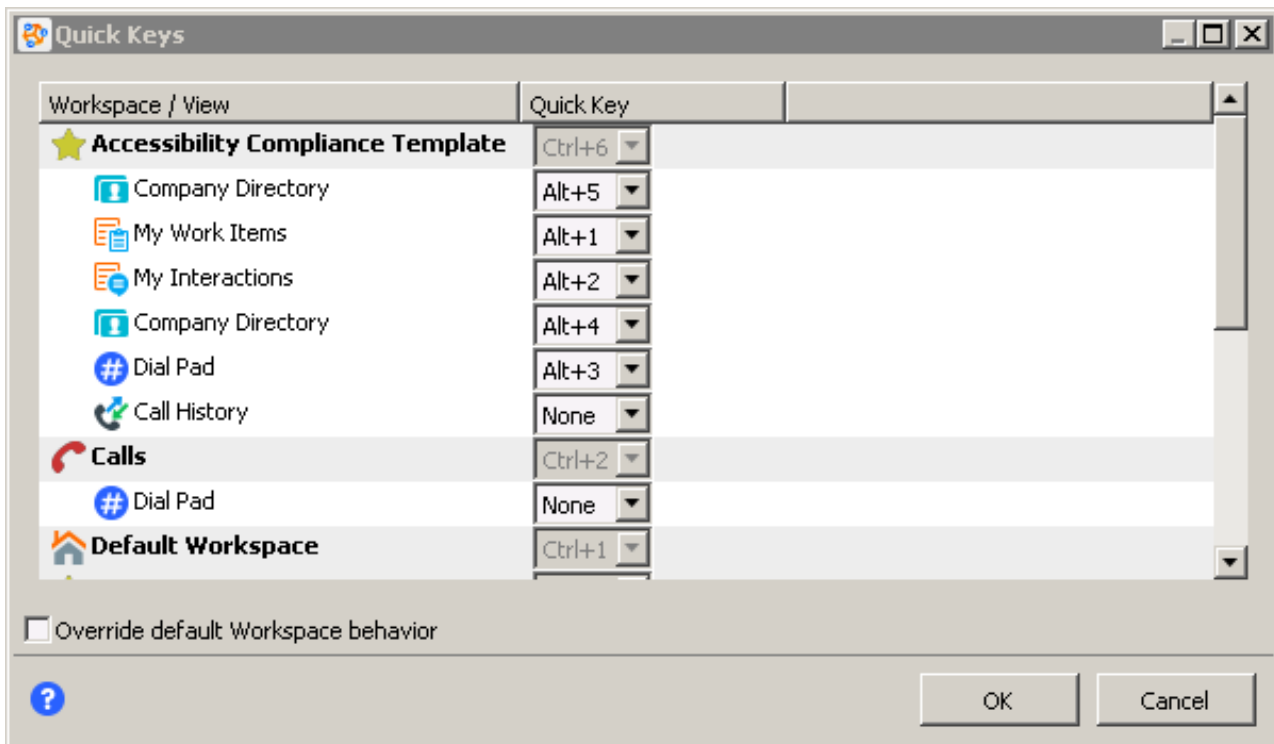
Tip: For more information about adding views, changing view layout, customizing columns, and customizing toolbars, see the [Interaction Desktop help](#).



- Select **Windows > Quick Keys**.
After you create your workspace and add views, assign Quick Keys to your views and workspace to allow easy navigation. Assigning Quick Keys is an important part of accessibility compliance. Quick Keys give users access to the application without requiring interaction with the mouse. Interaction Desktop also includes Shortcut Keys.



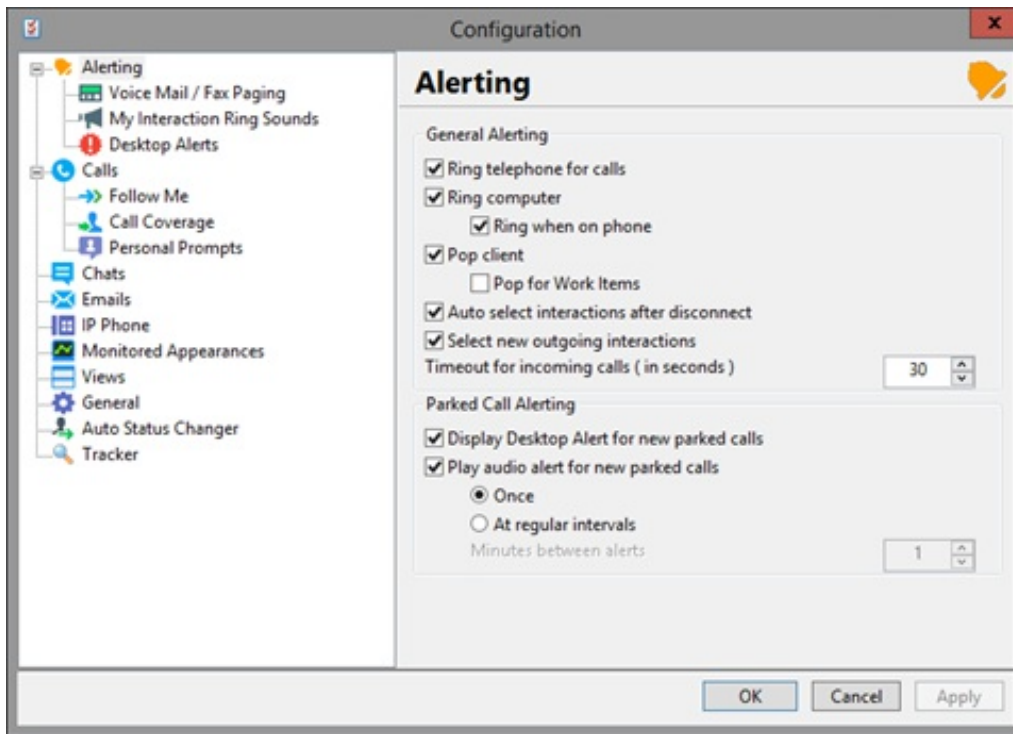
8. In the **Quick Keys** dialog, assign Quick Keys to the workspace and the views, then click **OK**.



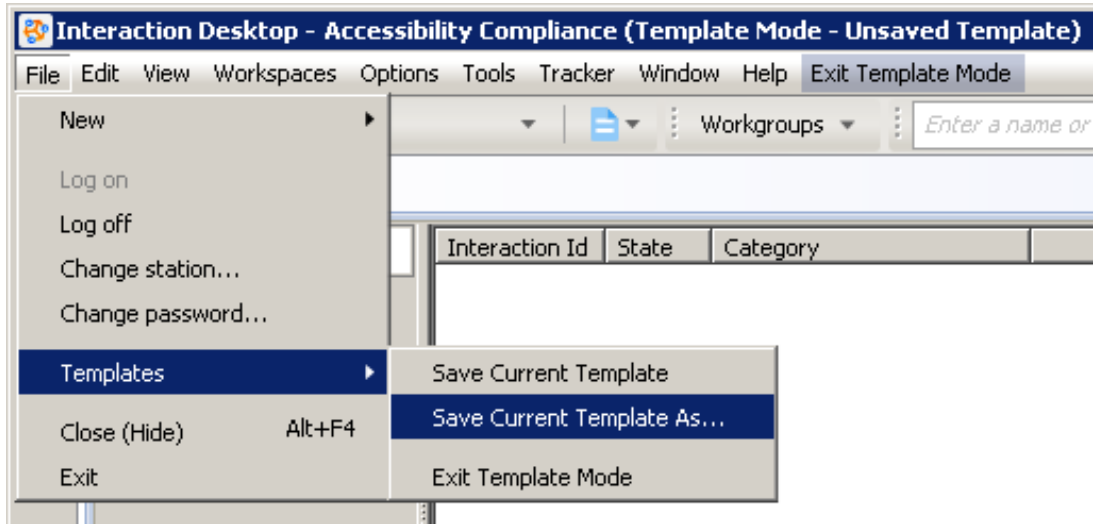
Tip: For more information about Quick Keys, click the **help icon** in the dialog box or see **Getting Started** on the Interaction Desktop Help menu.

9. To set client configuration options, select **Options > Configuration**.

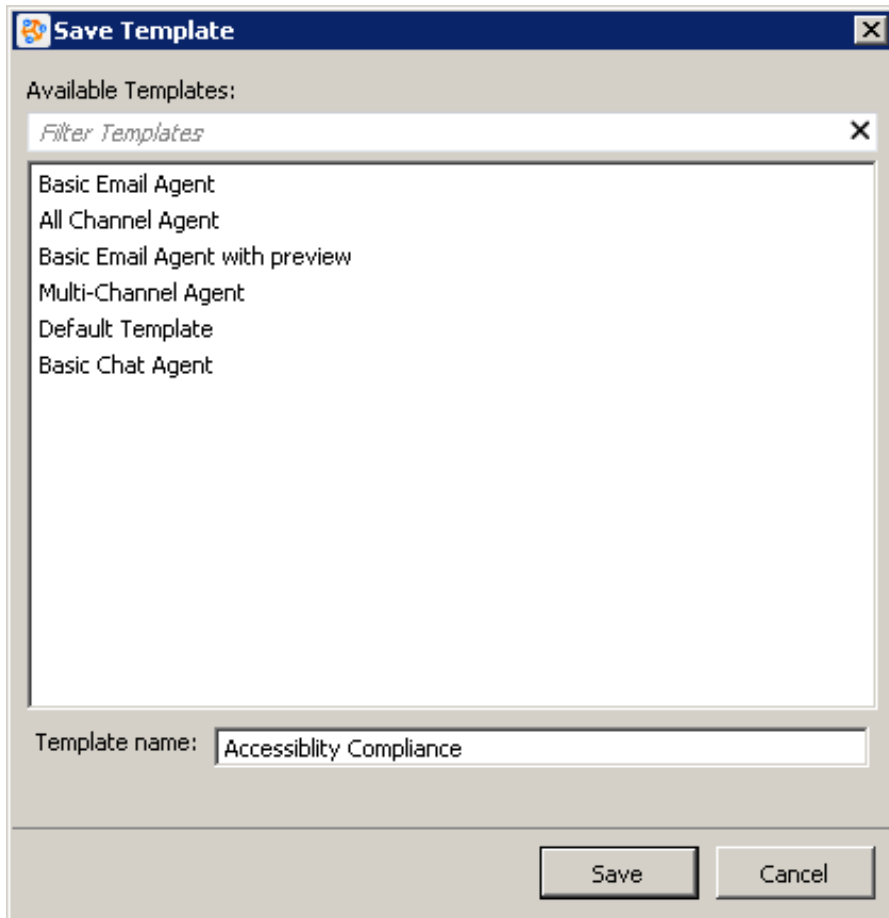
Client templates can include option settings for Alerts, Calls Configuration, IP Phone and more. For more information, see [Configuration Options](#) in the Interaction Desktop help.



10. Select File >Templates > Save Current Template As.



11. Give the template an appropriate, easily identifiable name.



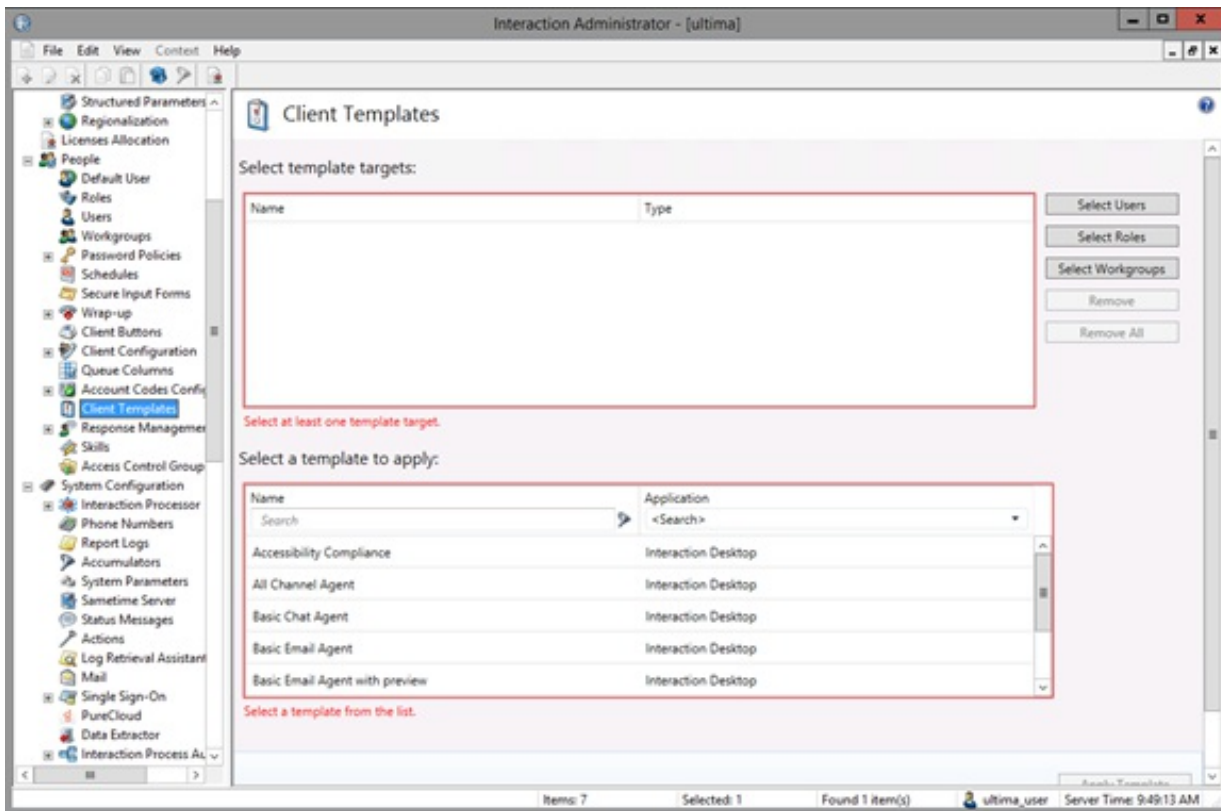
12. Click **Save**.
13. Select **Exit Template Mode**.

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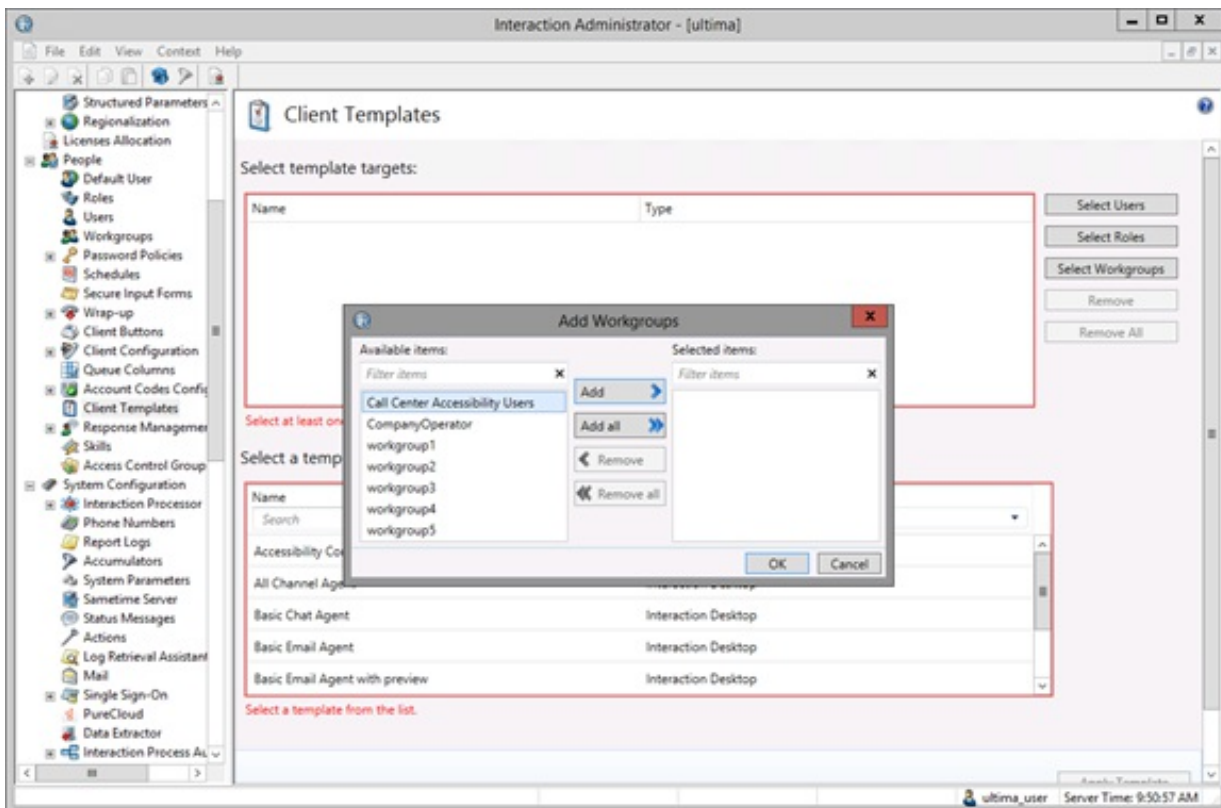
Apply the Interaction Desktop Workspace Template

After you create your workgroups and workspace templates, apply the template to the workgroup.

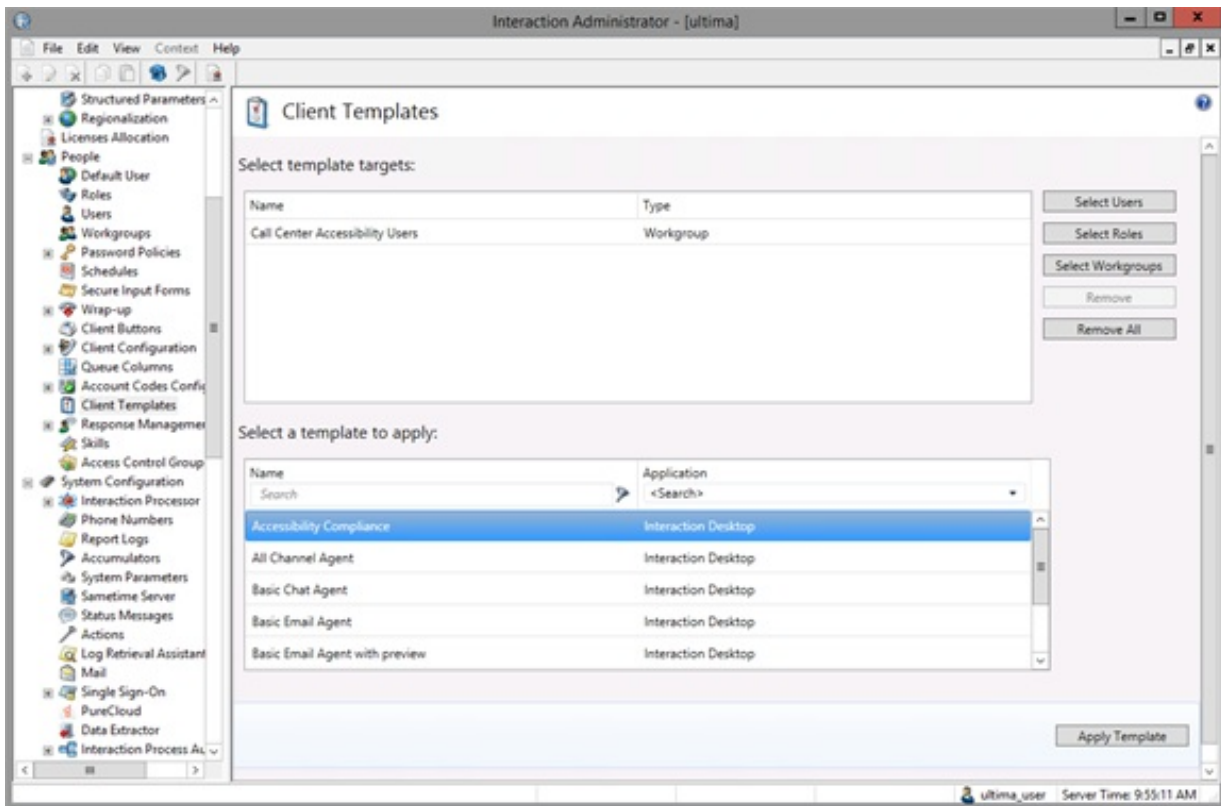
1. In Interaction Administrator, select **People > Client Templates**.



2. Click **Select Workgroups**.
3. Select and add the workgroup you created for users with disabilities.

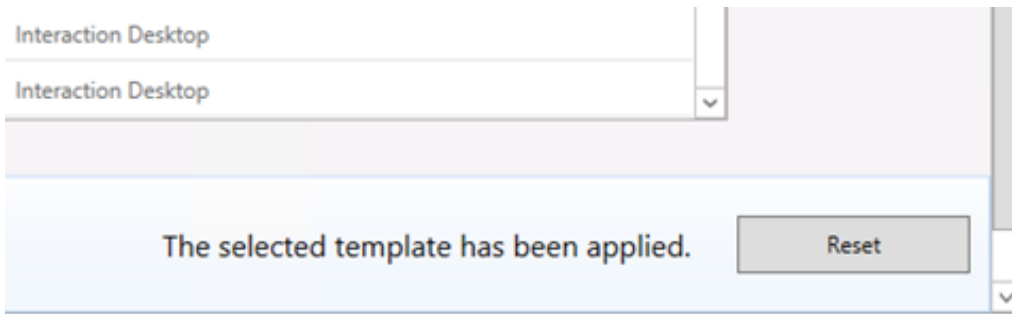


4. In the **Select a template to apply** section, select the appropriate template.



5. Click **Apply Template**.

Result: A confirmation message appears.



Interaction Desktop Shortcut Keys

Interaction Desktop includes many pre-programmed Shortcut Keys.

Tip: The [Shortcut Keys](#) topic in the Interaction Desktop help also contains a complete list of these shortcuts.

[My Interactions and Other Queue Shortcuts](#)

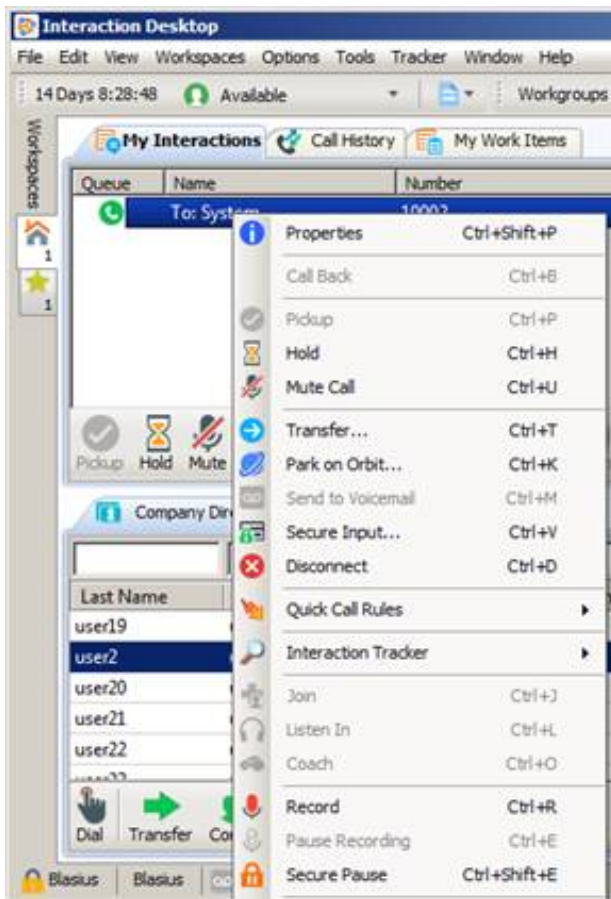
[Directory Shortcuts](#)

[Command and menu shortcuts](#)

My Interactions and Other Queue Shortcuts

Interaction shortcuts work only if you first select an interaction to ensure it has focus.

Tip: To display a menu that lists these shortcuts, right-click an interaction.



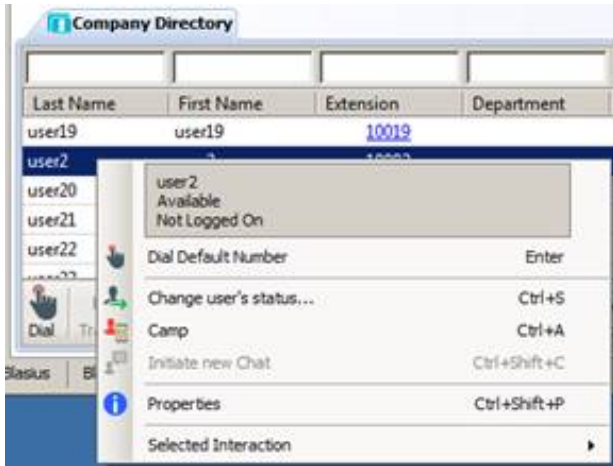
Function	Shortcut
Call Back	Ctrl+B
Coach	Ctrl+O
Create Custom Call Rule	Ctrl+Shift+C
Always send caller directly to voice mail	Ctrl+Shift+M
Disconnect	Ctrl+D
Hold	Ctrl+H
Join	Ctrl+J
Listen to a Call	Ctrl+L
Mute Call	Ctrl+U
Park on Orbit	Ctrl+K
Pause Recording	Ctrl+E
Pickup	Ctrl+P
Private	Ctrl+I
Properties	Ctrl+Shift+P
Record	Ctrl+R
Remove from Queue	Ctrl+Shift+R
Request Assistance	Ctrl+N
Secure Input	Ctrl+V
Secure Record Pause	Ctrl+Shift+E
Send to Voicemail	Ctrl+M
Snip	Ctrl+Shift+S
Transfer	Ctrl+T
Whisper	Ctrl+W

Directory Shortcuts

Directory shortcuts work only if you first select a directory entry. Specific directory shortcuts are available only if the directory entry includes the necessary information or if the function is available. For example, the shortcut for dialing an assistant is not available

if the selected directory entry does not have the assistant's number. And if the agent does not have the Change Status Users access control right, change user's status is not available.

Tip: To display a menu that lists these shortcuts, right-click an interaction.



Function	Shortcut
Camp	Ctrl+A
Change user's status	Ctrl+S
Copy	Ctrl+C
Dial Assistant	Ctrl+R
Dial Business Phone	Ctrl+B
Dial Business number 2	Ctrl+U
Dial Default number	Enter
Dial Extension	Ctrl+Shift+X
Dial Fax	Ctrl+F
Dial Home	Ctrl+H
Dial Home 2	Ctrl+O
Dial Mobile Phone	Ctrl+I
Dial Pager	Ctrl+G
Send Email (Business)	Ctrl+E
E-mail message to Home address	Ctrl+L
Initiate new Chat	Ctrl+Shift+C
Properties	Ctrl+Shift+P

Command and menu shortcuts

This table lists Interaction Desktop command and menu shortcuts.

Function	Shortcut
Active camps	Alt+T+A
Change Password	Alt+F+P
Change Station	Alt+F+S
Close (hide) Interaction Desktop	Alt+F4
Close currently selected view	Alt+W+C
Close all views in current workspace	Alt+W+L
Configuration	Alt+O+C
Copy	Ctrl+C
Create a new View	Ctrl+Shift+N
Create a new Workspace	Alt+R+C
Cut	Ctrl+X
Delete	Delete
Delete the current Workspace	Alt+R+D
Dock Navigation Pane in original location	Alt+V+N+N
Edit the current Workspace	Alt+R+E
Exit	Alt+F+X
Full Screen toggle	F11 or Alt+V+U
Hide Navigation Pane automatically if empty	Alt+V+N+A
Log off	Alt+F+O
Mini Mode toggle	F5
Minimize Navigation Pane	Alt+V+N+M
Paste	Ctrl+V
Reorder Workspaces	Alt+R+R
Response Management	Alt+T+R
Rules	Alt+O+R
Status Bar toggle	Alt+V+S

Time-Off Requests	Alt+Z+O
Toolbar selection	Alt+V+T
Tracker menu	Alt+K
Turn off and hide Navigation Pane	Alt+V+N+O
Workgroup Activation	Alt+O+W

Change Log

The following table lists the changes to this document since Customer Interaction Center version 4.0 product availability.

Date	Change
10-June-2019	Converted to HTML format and added to PureConnect Documentation Library.
11-July-2019	Fixed multiple broken hyperlinks in My Interactions and Other Queue Shortcuts topic and the Directory Shortcuts topic.
14-August-2019	Edited to include information on Accessibility enhancements based on AODA-UK (Accessibility for Ontarians with Disabilities Act) guidelines.