Performance Management Advisors Deployment Guide

Providing a User Interface for Users with Visual Impairment

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Contact Center Advisor and Workforce Advisor support JAWS Standard version 11, an accessibility interface for users with visual impairment. JAWS provides audio and a series of keyboard shortcuts for navigating the tabulated information on the screen. If you have users in your enterprise who require this type of user interface, you must ensure those users have Internet Explorer 6 or higher (Genesys recommends that you use Internet Explorer 8) to use the JAWS functionality.

Frontline Advisor (manager console) also supports JAWS Standard version 11.

The CCAdv login page URL uses the following format:

`http(s)://<server>[:port]/ca-xml/accessibleDashboard[?language=<en|de|fr>]`

You can also reach the CCAdv accessible dashboard by clicking the gear icon at the top right of the CCAdv dashboard.

The WA login page URL uses the following format:

`http(s)://<server>[:port]/wu/accessibleDashboard[?language=<en|de|fr>]`

You can also reach the WA accessible dashboard by clicking the gear icon at the top right of the CCAdv dashboard.

The FA login page URL uses the following format:

`http(s)://<server>[:port]/fa/accessibleSupervisorDashboard[?language=<en|de|fr>]`

See Release Notes specific to your Advisors software release for the list of supported languages—not all languages are supported in all releases.

The server and port variables relate to the server or servers on which you have installed CCAdv and WA. The functionality to work with JAWS is installed when you install CCAdv and WA—there is no additional installation or configuration required. Users specify their language preference at login; again, no additional configuration is required to provide language options.