

Enterprise Infrastructure Solutions (EIS)

Contract Number GS00Q17NSD3000

CDRL 33 Section 508 Conformance Audit - Voluntary Product Accessibility Template (VPAT) – Contact Center Service

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Section 508 Conformance Audit - Voluntary Product Accessibility Template®

AT&T provides Operations Support Systems and Business Support Systems (OSS/BSS) for the Contact Center Service via the Government Center-EIS Portal. The web-based Government Center-EIS Portal was tested against the applicable requirements of Section 508 of the Rehabilitation Act of 1973 as Amended in 1998 and the Web Content Accessibility Guidelines (WCAG) 2.0. The information contained within this Voluntary Product Accessibility Template (VPAT) is the result of a third-party, SSB Bart Group (SSB), performing an audit. The content assessed in the audit (at the direction of AT&T) represents the full features available via the Government Center-EIS application for Contact Center Service users.

The testing methodology included manual testing techniques such as keyboard-only testing, color contrast evaluation, and testing using the high contrast setting for users who have low vision. It also included assistive technology testing with ZoomText 10.0, a screen magnification software application for people with low vision; Dragon NaturallySpeaking (Dragon) 12.5, a voice recognition/speech to text software for users with limited mobility; and JAWS 17.0, which is a screen reading software used by people who are visually-impaired.

The Contact Center Service is also delivered using the Avaya Contact Center platform. The Contact Center's accessibility features are completely determined by the provider and documented in the Avaya Contact Center VPATs.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each subsequent table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers reader to the corresponding detailed table, "e.g., equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Table 1. Summary Table - Voluntary Product Accessibility Template

Criteria	Supported
Section 1194.21 Software Applications and Operating Systems	Refer to External Vendor VPAT links
Section 1194.22 Web-based internet information and applications	Supports
Section 1194.23 Telecommunications Products	Refer to External Vendor VPAT links
Section 1194.24 Video and Multi-media Products	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable
Section 1194.31 Functional Performance Criteria	Supports
	Refer to External Vendor VPAT links
Section 1194.41 Information, Documentation and Support	Supports
	Refer to External Vendor VPAT links

Table 2. Section 1194.21: Software Applications and Operating Systems – Detail

508 Clause	Criteria	Support Level	Remarks and Explanations
1194.21(a)	When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discern textually.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.21 (b)	Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.21 (c)	A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.21 (d)	Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.21 (e)	When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.21 (f)	Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .

508 Clause	Criteria	Support Level	Remarks and Explanations
	text content, text input caret location, and text attributes.		
1194.21(g)	Applications shall not override user selected contrast and color selections and other individual display attributes.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.21(h)	When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.21 (i)	Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.21 (j)	When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.21 (k)	Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.21 (l)	When electronic forms are used, 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.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .

Table 3. Section 1194.22 Web-based Internet Information and Applications – Detail

508 Clause	Criteria	Support Level	Remarks and Explanations
1194.22(a)	A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	Text equivalents are provided for all non-text elements within the AT&T Government Center-EIS. Alt attributes are provided to all image elements and all complex images, charts and graphs are accompanied with meaningful textual alternatives.
1194.22(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	Information communicated by multimedia content within the AT&T Government Center-EIS is displayed with synchronized captions for users that cannot discern information conveyed through audio, and by audio descriptions for users that cannot discern

508 Clause	Criteria	Support Level	Remarks and Explanations
			visual information conveyed within the video content.
1194.22(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	Color is not used as the sole means of conveying information, indicating an action, prompting a response, or distinguishing a visual element within the AT&T Government Center-EIS.
1194.22(d)	Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	The AT&T Government Center-EIS does not require an associated style sheet. The focus order and reading order of content is meaningful without reliance on CSS positioning.
1194.22(e)	Redundant text links shall be provided for each active region of a server-side image map.	Supports	Redundant text links are provided for server-side image maps within the AT&T Government Center-EIS.
1194.22(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.	Supports	Meaningful textual alternatives are provided for client-side image map regions within the AT&T Government Center-EIS.
1194.22(g)	Row and column headers shall be identified for data tables.	Supports	Simple data tables within the AT&T Government Center-EIS structure row and column headers with HTML data table markup and associate cells via the scope attribute.
1194.22(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.	Supports	Complex data tables within the AT&T Government Center-EIS use data table markup to structure row and column headers. The headers implement id and headers attributes to associate the row and column headers to cells within the complex tables.
1194.22(i)	Frames shall be titled with text that facilitates frame identification and navigation.	Supports	Frames within the AT&T Government Center-EIS provide users meaningful textual descriptions via the HTML title attribute.
1194.22(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 AT&T Government Center-EIS does not present any blinking or flashing content with a frequency greater than 2 Hz and lower than 55 Hz.
1194.22(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.	Supports	The AT&T Government Center-EIS provides users a text-only alternative that is equivalent in functionality and updates consistently and promptly as the primary pages within the application changes.
1194.22(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	Supports	The AT&T Government Center-EIS allows users to navigate and interact with all interface elements using the keyboard. The use of JavaScript does not prohibit navigation with the keyboard and the use of JavaScript on keyboard focusable objects

508 Clause	Criteria	Support Level	Remarks and Explanations
	text that can be read by assistive technology.		within the solution does not result in obtrusive focus redirection unless explicitly invoked by the user.
1194.22(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).	Not Applicable	The AT&T Government Center-EIS does not require an applet, plug-in or other application be present or installed on the client system to interpret page content.
1194.22(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.	Supports through Equivalent Facilitation	<p>Many electronic form elements within the AT&T Government Center-EIS expose MSA (Microsoft Active Accessibility) API information to assistive technologies. Accessibility information such as the name, state, role, and value of objects is exposed via ARIA or explicit HTML label markup, providing pertinent directions and cues as a user navigates through and interacts with active form elements.</p> <p>The Network Map is an interactive screen control that presents business data including ticket and alarm counts that is layered over a world map to provide visual location references. These data points are linked to alarm and ticket detail screens within the application. The Network Map is keyboard accessible but the position of data point in the map and the location information inferred by the map is not available or discoverable for screen readers.</p> <p>However, equivalent access and information retrieval can be gained via the following:</p> <p>The Network Map menu control enables users to bypass the Map UI and access data points for ticket and alarm counts and detail information directly via the Inventory and Ticket display screens. A skip link is provided to enable keyboard-only users to bypass the Map Control and directly access other content on the Dashboard screen.</p>
1194.22(o)	A method shall be provided that permits users to skip repetitive navigation links.	Supports	The AT&T Government Center-EIS provides users the ability to skip repetitive navigation content via an off-screen link. This “skip navigation” link is positioned off-screen but is visible when focused with the keyboard. When the user activates the Skip link programmatic focus is set to the main content area of the application.
1194.22(p)	When a timed response is required, the user shall be alerted	Not Applicable	The AT&T Government Center-EIS does not require a time-based response and does not sign-out the user due to inactivity.

508 Clause	Criteria	Support Level	Remarks and Explanations
	and given sufficient time to indicate more time is required.		

Table 4. Section 1194.23: Telecommunications Products– Detail

508 Clause	Criteria	Support Level	Remarks and Explanations
1194.23(a)	Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.23(b)	Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.23(c)	Voice mail, auto-attendant, and interactive voice response (IVR) telecommunications systems shall be usable by TTY users with their TTYs.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.23(d)	Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.23(e)	Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.23(f)	For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .

508 Clause	Criteria	Support Level	Remarks and Explanations
1194.23(g)	If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.23(h)	Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.23(i)	Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.23(j)	Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.23(k)(1)	Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.23(k)(2)	Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .

508 Clause	Criteria	Support Level	Remarks and Explanations
1194.23(k)(3)	Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATS available at this URL .
1194.23(k)(4)	Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Refer to External Vendor VPAT links	Support for this provision is completely determined by the provider and documented in the Avaya Contact Center VPATS available at this URL .

Table 5. Section 1194.31: Functional Performance Criteria – Detail

508 Clause	Criteria	Support Level	Comments
1194.31(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 provided.	Supports through Equivalent Facilitation	<p>The AT&T Government Center-EIS is mostly operable by users with visual impairments and provides functional support for text-to-speech assistive technologies. The Network Map displays map locations that have Ticket, Inventory or Alarm information associated with them. While map's data points are accessible to the screen reader, the position of the data points on the map and the location they represent are not communicated to or discoverable by the screen reader.</p> <p>However, equivalent access and information retrieval can be gained via the following:</p> <p>The Network Map menu control enables users to bypass the Map GUI and access the data points for inventory, ticket and alarm counts directly. This menu also provides direct links to ticket, inventory and alarm details. A skip link is provided to enable keyboard-only users to bypass the Network Map GUI and directly access other content on the Dashboard screen.</p> <ul style="list-style-type: none"> ▪ §1194.22 (a) - §1194.22 (c) -Text equivalents are provided for all non-text elements within the AT&T Government Center-EIS except for the Network Map where location information is provided visually but not programmatically. Alternative access to the information

508 Clause	Criteria	Support Level	Comments
			<p>communicated by the Network Map is provided via static links.</p> <ul style="list-style-type: none"> ▪ §1194.22 (d) - the AT&T Government Center-EIS does not require an associated style sheet. The focus order and reading order of content is meaningful without reliance on CSS positioning.. ▪ §1194.22 (l) - the AT&T Government Center-EIS allows screen reader users to navigate and interact with all interface elements using the keyboard. The use of JavaScript does not prohibit navigation with the keyboard and the use of JavaScript on keyboard focusable objects within the solution does not result in obtrusive focus redirection unless explicitly invoked by the user.
		Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.31(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.	Supports	<p>The AT&T Government Center-EIS is operable by users with low vision and color perception disabilities. The application supports operating system vision enhancement features such as high contrast display, screen resolution and magnification features. the AT&T Government Center-EIS provides functional support with screen magnification assistive technologies such as Zoom Text.</p> <ul style="list-style-type: none"> ▪ §1194.22 (c) - Color is not used as the sole means of conveying information, indicating an action, prompting a response, or distinguishing a visual element within the AT&T Government Center-EIS. ▪ §1194.22 (l) - the AT&T Government Center-EIS allows users to navigate and interact with all interface elements using the keyboard. The use of JavaScript does not prohibit navigation with the keyboard and the use of JavaScript on keyboard focusable objects within the solution does not result in obtrusive focus redirection unless explicitly invoked by the user. ▪ §1194.22 (n) - Electronic form elements within the AT&T Government Center-EIS support users with low vision and color perception disabilities.

508 Clause	Criteria	Support Level	Comments
		Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.31(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	<p>The AT&T Government Center-EIS does not convey information solely through audio cues and is operable by users with limited or no hearing.</p> <ul style="list-style-type: none"> ▪ §1194.22 (b) - Multimedia content within the AT&T Government Center-EIS provide synchronized captions for users that cannot discern information conveyed through audio and audio descriptions for users that cannot discern visual information conveyed within the video content. ▪ §1194.22 (n) - Electronic form elements within the AT&T Government Center-EIS can be accessed and used by people who are deaf or have hearing impairments.
		Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.31(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	<p>The AT&T Government Center-EIS does not convey information solely through audio cues and is operable by users with limited or no hearing.</p> <ul style="list-style-type: none"> ▪ §1194.22 (b) - Multimedia content within the AT&T Government Center-EIS provide synchronized captions for users that cannot discern information conveyed through audio and audio descriptions for users that cannot discern visual information conveyed within the video content. ▪ §1194.22 (n) – User hearing is not required to access or use information communicated via the AT&T Government Center-EIS forms.
		Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.31(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	<p>The AT&T Government Center-EIS does not require speech as the sole means of operation and information retrieval.</p> <ul style="list-style-type: none"> ▪ §1194.22 (l) - the AT&T Government Center-EIS allows users to navigate and interact with all interface elements using the keyboard. The use of JavaScript does not prohibit navigation with the

508 Clause	Criteria	Support Level	Comments
			<p>keyboard and the use of JavaScript on keyboard focusable objects within the solution does not result in obtrusive focus redirection unless explicitly invoked by the user.</p>
<p>1194.31(f)</p>	<p>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.</p>	<p>Supports</p>	<p>The AT&T Government Center-EIS is operable by users with limited mobility and provides functional support with voice recognition software assistive technology as well as with the keyboard as a primary input device.</p> <ul style="list-style-type: none"> ▪ §1194.22 (l) - the AT&T Government Center-EIS allows users to navigate and interact with all interface elements using the keyboard. The use of JavaScript does not prohibit navigation with the keyboard and the use of JavaScript on keyboard focusable objects within the solution does not result in obtrusive focus redirection unless explicitly invoked by the user. ▪ §1194.22 (n) - Electronic form elements within the AT&T Government Center-EIS expose MSAA (Microsoft Active Accessibility) API information to assistive technologies. Accessibility information such as the name, state, role and value of objects is exposed via ARIA or explicit HTML label markup, providing pertinent directions and cues as a user navigates through and interacts with active form elements.
		<p>Refer to External Vendor VPAT links</p>	<p>Support for this provision is also determined by the provider and documented in the Avaya Contact Center VPATs available at this URL.</p>

Table 6. Section 1194.41: Information, Documentation and Support

508 Clause	Criteria	Supporting Features	Remarks and Explanations
1194.41(a)	Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	AT&T will provide alternative documentation formats to users on request, free of charge
		Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.41(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	AT&T will provide an overview of the accessibility features present in the product, optimal assistive technology configurations for use, means of requesting alternate formats, and known accessibility issues with the product.
		Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .
1194.41(c)	Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	AT&T support services will provide support for users with hearing impairments via relay services and web chat.
		Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the Avaya Contact Center VPATs available at this URL .