



# **Accessibility Guide for Siebel eBusiness Applications**

Version 7.7  
March 2004

Siebel Systems, Inc., 2207 Bridgepointe Parkway, San Mateo, CA 94404  
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# 1

## Using Siebel Accessibility Features

*Accessibility Guide for Siebel eBusiness Applications* provides information on the accessibility features available through Siebel Version 7.7 and how to enable these features in an implementation.

### Topics in This Section

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## Customizing This Guide

This guide is available in Microsoft Word format, to allow your organization to customize it as necessary for users with disabilities.

To request a copy of *Accessibility Guide for Siebel eBusiness Applications* in Microsoft Word format, please contact us either by email or regular mail.

To contact us through regular mail, use this address:

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To contact us through email, use this address: doc@siebel.com.

## Accessibility Enhancements

Starting with Version 7.5.3, Siebel eBusiness employee applications include accessibility enhancements that allow the use of assistive technology hardware and software. These accessibility enhancements are available only in standard interactivity mode.

The topics in this document discuss:

- Differences in standard interactivity and high interactivity functionality
- Additional keyboard accelerators that are helpful with the accessibility enhancements  
**NOTE:** These keyboard accelerators are available in both high interactivity and standard interactivity mode. However, accessibility features are available only in standard interactivity.
- How to enable Siebel accessibility features, including:
  - Deployment options
  - Creating a second Application Object Manager on the same Siebel Server for use with standard interactivity mode
  - Creating a virtual directory for use with standard interactivity mode
  - Editing an application's configuration file for accessibility in standard interactivity mode

## Standard Interactivity

Siebel eBusiness Applications accessibility enhancements are available in standard interactivity mode only. The standard interactive client is based on the industry standard HTML tags. These standard HTML tags can be used with both Microsoft and non-Microsoft browsers and Web server technology and on various Windows-based platforms. See *System Requirements and Supported Platforms* on Siebel SupportWeb for specific information on which browsers, Web servers, and platforms are supported for use with standard interactivity mode.

There are some differences in functionality between high interactivity mode and standard interactivity mode. For Version 7.7, the following functionality is not available in standard interactivity mode:

- Dynamic editing
- Auto complete
- Drag-and-drop function for attachments
- Implicit save
- Client-side validation
- Extensible client framework
- Graphical flow designer

**NOTE:** Graphical flow designer is not available, but the workflow for a business process can be created in standard interactivity mode using standard list and form applets.

## Keyboard Accelerators Used with Accessibility Enhancements

The keyboard shortcuts in [Table 1](#), which are available in both high interactivity and standard interactivity mode, provide additional functionality beyond the shortcuts listed in *Fundamentals*. These shortcuts can be used with the accessibility enhancements that are available only in standard interactivity mode.

Some commands may be available through more than one shortcut, depending on your configuration.

**NOTE:** The Go to CTI toolbar and Go to Message Broadcast Bar shortcuts work in standard interactivity mode only if the parameter `AccessibleEnhanced = TRUE` is set in the SWE section of the configuration file.

Table 1. Additional Keyboard Accelerators

Action	Accelerator	Comment
Go To Next Applet	CTRL+SHIFT+] ]	Shifts focus to the first anchor of the next applet
Go To Previous Applet	CTRL+SHIFT+[ [	Shifts focus to the first anchor of the previous applet
Go to Next Frame	CTRL+SHIFT+=	Shifts focus to the next frame in the screen
Go To Previous Frame	CTRL+SHIFT++	Shifts focus to the previous frame in the screen
Go To Show Menu	CTRL+SHIFT+V	Places focus on the Show menu
Go to CTI toolbar	SHIFT+F2	Sets focus to the CTI toolbar frame

Table 1. Additional Keyboard Accelerators

Action	Accelerator	Comment
Go to Message Broadcast Bar	SHIFT+F3	Sets focus to the Message Broadcast Bar frame
Siebel Back	ALT+LEFT ARROW	Executes the Siebel back function
Siebel Forward	ALT+RIGHT ARROW	Executes the Siebel forward function

## Enabling Accessibility Features in Standard Interactivity Mode

The most convenient way for most customers to deploy accessibility enhancements is to run in a mixed environment, where standard interactivity and high interactivity modes both reside on the same Siebel Server. A mixed-environment deployment on the same Siebel Server requires creation of a separate instance of the Application Object Manager. The procedures for setting up separate instances of the Application Object Manager and Siebel application are included in this section.

If only a small number of users require accessibility enhancements, an alternative to creating a separate instance of the Application Object Manager is to install either a Dedicated Web Client or a Mobile Web Client and then distribute updates to those users. For procedures on installing a Dedicated Web Client or Mobile Web Client, see *Siebel Installation Guide for Microsoft Windows: Servers, Mobile Web Clients, Tools*.

### Topics in This Section

["Process Flow for Enabling Accessibility Features"](#)

["Creating a Second Application Object Manager for Use with Standard Interactivity Mode" on page 9](#)

["Adding a Virtual Directory" on page 9](#)

["Configuring an Employee Application CFG File for Accessibility" on page 10](#)

## Process Flow for Enabling Accessibility Features

Enabling accessibility features requires completion of the following tasks:

- 1 Determine which deployment approach to use.** This guide assumes that most customer implementations will deploy high and standard interactivity in a mixed environment on the same Siebel Server.
- 2 Perform deployment tasks, based on deployment approach selected.** Unless a high number of users require accessibility enhancements, most customer sites will want to deploy both high interactivity applications and the standard interactivity accessibility enhancements on the same Siebel Server. If deploying high and standard interactivity on the same Siebel Server, you need to:



- a Define the second instance of the Application Object Manager.  
See [“Creating a Second Application Object Manager for Use with Standard Interactivity Mode” on page 9.](#)
- b Set up a virtual directory on the Web Server (or SWSE).  
See [“Adding a Virtual Directory” on page 9.](#)

The Application Object Manager can support only one instance of the CFG file. If you are deploying a separate instance of the Application Object Manager to support accessibility, then define it and set up a virtual directory on SWSE.

**NOTE:** It is not necessary to define a second instance of the Application Object Manager for Dedicated or Mobile Web Client deployments or for mixed-environment deployments where high and standard interactivity do not reside on the same Siebel Server.

- 3 **Modify the application CFG file.** The application CFG file must be modified to set accessibility and standard interactivity parameters, regardless of the deployment option chosen.
  - If you are deploying standard interactivity on the same Siebel Server where high interactivity mode is deployed, modify the CFG file associated with the Application Object Manager set up in Task 2.
  - If you are deploying standard interactivity through a Dedicated or Mobile Web Client, perform this task in a client-side file associated with the appropriate application (such as Call Center), and then distribute that CFG file to the Siebel installations on the client machines.

For the procedure that applies to all deployment options, see [“Configuring an Employee Application CFG File for Accessibility” on page 10.](#)

## Creating a Second Application Object Manager for Use with Standard Interactivity Mode

After successfully installing the Siebel Server and Web server, system administrators can configure a new Application Object Manager so that an employee application with accessibility enhancements can be tested and deployed in standard interactivity mode.

**CAUTION:** It is recommended that you contact Siebel Technical Support when creating a second instance of the Application Object Manager on the same Siebel Server.

You create a new Application Object Manager using Siebel Server Manager. This process requires copying an existing Application Object Manager and then renaming the copy (for example, CallCenter\_2).

See *Siebel System Administration Guide* for recommendations for creating defined components.

## Adding a Virtual Directory

To set up an accessibility configuration, you must add a virtual directory named *application\_name\_si* in the Web server.

For information on how to add a virtual directory, see *Siebel Installation Guide for Microsoft Windows: Servers, Mobile Web Clients, Tools*.

## Configuring an Employee Application CFG File for Accessibility

Enabling accessibility features requires setting up a separate CFG file for use with standard interactivity.

### ***To configure an employee application for accessibility***

- 1** Set up a Siebel Server following standard procedures.  
See *Siebel System Administration Guide* for additional instructions.
- 2** Navigate to `siebsrvr\bin\language\` and create a new CFG file (for example, the `uagent.cfg` file for Siebel Call Center) by copying an existing one.
- 3** Modify the new CFG file.
  - a** Rename the copy (for example, `uagent_2.cfg`).
  - b** Change the following parameters in your configuration file in the SWE section:  

```
HighInteractivity = FALSE  
ExtendedKeyboard = TRUE
```
  - c** Add the following additional lines in your configuration file in the SWE section:  

```
ApplicationStyle = EmployeeFacing  
AccessibleEnhanced = TRUE  
DisableSITabIndex= TRUE
```
- 4** If you are deploying standard interactivity and high interactivity on the same Siebel Server, modify the `eapps.cfg` to add application name\_si as the Web server directory. You can copy the `[/application name_language]` section and make changes in it.  

```
[/application name_si  
ConnectString = siebel://GATEWAY_NAME:2320/siebel/SCCObjMgr_si/SIEBEL_SERVER_NAME
```
- 5** Restart the Siebel Server and Gateway Server.

## Best Practices for Customization

When customizing screens, views, and applets for accessibility, it is critical to understand the differences between standard interactivity and high interactivity functionality and to also avoid conflicts between the code and assistive technology applications. For a description of differences between standard interactivity and high interactivity modes, see ["Standard Interactivity" on page 6](#).

To create customizations that support accessibility features customers should use the following best-practice guidelines:

- **Define Edit Mode.** For any custom list applets, make sure to define an Edit Mode for each applet Web template, because the standard HTML document is not editable. A customer cannot perform an edit or query unless the Edit Mode template is included in the repository.
- **Register custom bitmaps and add alternative text.** Register any custom bitmaps in Siebel Tools and add alternative text (Alt Text). For example, the Company Information bitmap on the screen should have alternative text associated with the bitmap so that screen readers can identify and read appropriate text for bitmaps or icons.
- **Do not use the hard wrap HTML attribute.** Do not use wrap=hard as the value for the HTML Attribute property of the Control object type, because the wrap=hard attribute causes problems with screen readers.
- **Avoid creating DHTML, HTML image maps, and Java applets.** DHTML, HTML image maps, and Java applets can be misread by screen readers and other assistive technology software. Use standard HTML, if possible. If DHTML is necessary, full testing should be performed.

For further information on configuration requirements and options, see *Configuring Siebel eBusiness Applications*.

## Finding More Information

The following sources provide additional information related to accessibility enhancements.

### Siebel SupportWeb

Siebel SupportWeb provides access to the most-recent update of the Siebel Bookshelf. Additional information about how to use Siebel eBusiness Applications accessibility enhancements may also be available on Siebel SupportWeb through Release Notes or Technical Notes.

#### **To access additional information on SupportWeb**

- 1 Go to <http://supportweb.siebel.com> and log in using the email address and password given to you by Siebel Support Services.

If you do not have this information, contact Support Services at [support@siebel.com](mailto:support@siebel.com).

- 2 Under Self Service, click Browse/Search Knowledge Base.

- 3 In the left pane, click Product Documentation or Technical Notes.

The Product Documentation category includes links to the Siebel Bookshelf, Release Notes, and System Requirements and Supported Platforms.

## Siebel Bookshelf

The following documents on Siebel Bookshelf provide additional useful information for implementing accessibility enhancements:

- *Configuring Siebel eBusiness Applications*
- *Deployment Planning Guide*
- *Fundamentals*

*Fundamentals* includes a list of basic keyboard accelerators. These keyboard accelerators are available for general use in either high interactivity or standard interactivity mode and can be used with accessibility features in addition to those provided in [Table 1 on page 7](#).

- *Siebel Installation Guide for Microsoft Windows: Servers, Mobile Web Clients, Tools*
- *Siebel System Administration Guide*

## System Requirements and Supported Platforms

System Requirements and Supported Platforms describes the hardware and software requirements for Siebel eBusiness Applications, Siebel Tools, Siebel Server, and ancillary and supported third-party software.

## Technical Notes

Technical Notes include information about specific topics related to implementation, configuration and usage of Siebel Applications. Siebel support staff continues to revise and expand this collection of notes to include new information that is of use to you.

## Release Notes

Release Notes address known product issues so that the latest, highest quality software is available to Siebel customers.

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