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# Objective

Determine the set of event platform workflows that are in scope for Brazen’s 2024 accessibility audit.

# References and Documents

[“Artificial Barrier” Items (Jira Tickets Search - login required)](https://jira.brazenconnect.com/issues/?jql=project%20%3D%20%22Quality%20Logic%22%20and%20labels%20%3D%20a11y_artificial_barrier%20)

[A Representative’s Guide to Virtual Events](https://2025900.fs1.hubspotusercontent-na1.net/hubfs/2025900/BCC%20Login/A%20Representatives%20Guide%20to%20Virtual%20Events.pdf) (PDF)

# Event Workflows

## Landing Pages and Login

* Landing Pages created via Landing Page Builder v3
  + Evaluate block types, avoiding user-generated content
* “Basic” Landing Page (default options)
* “Legacy” Landing Page (default options)
  + Expo Landing Page

### Registration and Login

* Custom Terms & Conditions pop-up
* All variations of the /login route
  + SSO login, including custom SSO button
* Passwordless login flow (including the notification message to check your inbox).
* Identify peer group flow (for dynamic peer group events, such as [Mixed Networking](https://support.brazenconnect.com/hc/en-us/articles/360043135694-Event-Format-Event-Types#h_01GMTTYHARC64GJ44GWG7NQJB2) Event).
* New user registration, including email verification.
  + Registration confirmation page.
  + BCC homepage that loads when an email address is verified.
    - *Other BCC pages are out of scope*
* All Registration Form fields, including profile pic and the resume/document upload widget.

### Additional Scope

Review error, notification, and success messages in login and registration workflows.

## Event Experience (Candidate)

### Booths and Lobby

* View and understand a Hidden Lobby ([support article](https://support.brazenconnect.com/hc/en-us/articles/4415818366739-Hide-Your-Event-Lobby))
* Lobby access and booth navigation.
  + Lobby booth filters.
  + Navigation tabs and sidebar content in all booth types.
    - Custom Content Tab
    - Opportunity Tab
* Queue and dequeue for a booth.
* Broadcast messages: in the lobby and in booths.
* Use the search feature to find booths and queue up.
* View Jobs associated with the event.
* Use the Drop-off Note feature in a supported booth. ([support article](https://support.brazenconnect.com/hc/en-us/articles/7815328310931-How-do-I-leave-a-message-or-a-Drop-Off-Note-for-booth-Representatives-))
* Event turnstile experience. ([support article](https://support.brazenconnect.com/hc/en-us/articles/360045955314-Turnstile-Feature-for-Extra-Large-Events))

### BrazenLive Booth (Viewer)

[Support Article for Viewers](https://support.brazenconnect.com/hc/en-us/articles/6494725084307-Attend-a-BrazenLive-Video-Broadcast#h_01G7A5XGASPBA9V971SQ6V6BT5)

* Join a BrazenLive booth and successfully tune into a broadcast.
  + Manage “Unblock” dialog when/if it appears.
  + Gracefully handle webinar start and end experiences.
* Work with video tiles, such as pinning a tile (e.g. a sign language translator).
* Work with the Control Bar.
* Participate in the Discussion Feed before or during the presentation.
  + Brazen Discussion Feed
  + Disqus Discussion Feed (third-party embed).
* Waiting while a BrazenLive broadcast is full ([support article](https://support.brazenconnect.com/hc/en-us/articles/6494725084307-Attend-a-BrazenLive-Video-Broadcast#h_01G7A5XGASPBA9V971SQ6V6BT5)).

### Group Video Booth (Participant)

[Support Article for Participants](https://support.brazenconnect.com/hc/en-us/articles/4407084630675-Participate-in-a-Group-Video-Booth)

* Join a Group Video booth and successfully participate in the discussion.
  + Accept audio/video permissions.
  + Manage “Unblock” dialog when/if it appears.
* Work with video tiles, such as pinning a tile (e.g. a sign language translator).
* Work with the Control Bar.
  + Manage AV Settings

### One-on-one Chat (Participant)

* Send and receive text messages in a one-on-one conversation.
* Set and edit a greeting.
* Manage a multi-chat experience.
* Accept or decline a call in a one-on-one booth.
* Work with the Control Bar in a call.
  + Manage AV Settings
* End an AV call, or have the call successfully ended by the other party.
* End the conversation, or have the conversation be ended by the other party.
  + Successfully complete the conversation review page.

### Scheduling

* Respond to new scheduling requests upon entering the lobby.
* Open, review, and edit scheduling.
* Enter into a scheduled meeting.

### Other Event Activities

* View Chat History and change a rep’s rating.
* Manage Registration.
* Manage Profile.
  + Change email address.
* Change Password.
* Logout
* View Help, Terms of Use, and Privacy Policy.
  + Including custom Terms and Conditions, if set.

## Event Experience (Representative)

### Booths and Lobby

*Same experience as candidates, with the addition of:*

* Queue into a booth for all connections or hand-offs only.

### BrazenLive Booth (Host or Presenter)

[Support Article for BrazenLive Hosts and Presenters](https://support.brazenconnect.com/hc/en-us/articles/360042461694-Host-or-Present-in-a-Live-Video-Broadcast)

*Same experience as candidates, with the addition of:*

* Join a BrazenLive booth and start a broadcast.
* Additional sidebar elements, such as the list of viewers.
* Additional Control Bar actions, including:
  + Begin and stop recording of a broadcast.
  + Begin and stop screensharing.
* Additional video tiles actions, such as Removing a presenter.

### Group Video Booth (Host)

[Support Article for Group Video Hosts](https://support.brazenconnect.com/hc/en-us/articles/4407129031571-Host-a-Group-Video-Booth-Session)

* Join a Group Video booth and successfully participate in the discussion.
  + Accept audio/video permissions.
  + Manage “Unblock” dialog when/if it appears.
* Work with video tiles, such as pinning a tile (e.g. a sign language translator).
* Work with the Control Bar.
  + Manage AV Settings

### One-on-one Chat (Representative)

*Same experience as candidates, with the addition of:*

* View the candidate’s information in the sidebar (Profile, Resume, Smartqueue answers).
* Initiate an audio or video call with the candidate.
* Manage a multi-chat experience (up to 4 chats).
* Successfully disposition the candidate.
  + Hand-off the candidate to another representative.
* Work with “snippets”: ([support article](https://support.brazenconnect.com/hc/en-us/articles/360000323788-Save-Time-with-Snippets))
  + Close the “snippets” informational pop-up.
  + Add and manage snippets.
* Review Chat History, including updating the candidate’s notes and disposition.

### Registrant Search and Scheduling

[Support Article for Search & Invite Registrants](https://support.brazenconnect.com/hc/en-us/articles/360053748393-Search-Invite-Registrants)

* View and manage schedule during an event, using the Lobby tile.
  + Review and search registrants and signups.
  + Send an invitation to a candidate.
  + Cancel or reschedule with a candidate.
  + Manage Availability.
* Enter into a scheduled meeting.
* Invite a candidate to a booth.

### In-Person Event Functionality

* Attendee Lookup
  + Search and filter for candidates.
  + View candidate profiles and resume.
  + Take actions: Check-in, uncheck-in, and Connect with a candidate.
* Attendee Registration
  + Signup, register, and check-in candidates.

# VEC Workflows (Candidate Experience)

## Booths and Lobby

* Lobby access and booth navigation.
  + Lobby booth filters.
  + View content and tabs in both booth types.
  + Drop Off a Note

## Chat with a Representative

* Initiate a chat with a representative.
* Return to a chat with a representative.
* End the conversation, or have the conversation be ended by the other party.

### Audio/Video Call Experience

* Accept or decline a call in a one-on-one booth.
* Work with the Control Bar in a call.
  + Manage AV Settings
* End an AV call, or have the call successfully ended by the other party.

# BrazenBot Workflows

* Engage a BrazenBot.
* Navigate the BrazenBot options, including FAQ trees.
  + Rate an answer as helpful or unhelpful.
* View Events and Register for an event..
* Initiate a Chat with a Recruiter
  + Upload a resume
  + Transition the chat to SMS.
  + Keep the chat on the web, including returning to an ongoing chat.

# Other Workflows

* Visit and navigate an independent job landing page, including one with QuickChat enabled.
* Review accessibility of emails sent by the platform.

# Assistive Technology Workflows

* Find all semantic sections of a page
* Find all headings on page
* Find all links on page