



Zendesk Agent Experience Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Zendesk SDK (Android)

Product Description: Software Development Kit with screens that can be added to native mobile applications.

Date of Report: December 2023

Contact information: accessibility@zendesk.com

Notes: N/A

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- TalkBack
- Platform specific accessibility features

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Android: Supports	Android: Non-text content in the product presented to the user has a text alternative that serves the equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Android: Supports	Android: The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Android: Supports	Android: The product does not include any "synchronized multimedia" (video with an audio track).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Android: Supports	Android: The product does not contain prerecorded video content that requires audio description or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Android: Partially Supports	<p>Android: The product does not always ensure that information, structure and relationships conveyed through presentation can also be determined programmatically or through text. Examples include:</p> <ul style="list-style-type: none"> On the Android Bot Dialog page, some buttons are grouped as "Quick reply" buttons, however, they are not grouped with the preceding "Ask me a question" message.
1.3.2 Meaningful Sequence (Level A)	Android: Supports	Android: The product presents content in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A)	Android: Supports	Android: The product does not include Instructions that rely solely on sensory characteristics.
1.4.1 Use of Color (Level A)	Android: Supports	Android: The product does not use color as the only visual means of conveying information.
1.4.2 Audio Control (Level A)	Android: Supports	Android: The product does not include audio that plays automatically.
2.1.1 Keyboard (Level A)	Android: Supports	Android: Functionality is available through the use of the keyboard and built-in screen reader.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Android: Supports	Android: The product does not include keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Android: Supports	Android: The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Android: Supports	Android: The product does not include time limits.
2.2.2 Pause, Stop, Hide (Level A)	Android: Supports	Android: The product does not include content which moves, blinks, scrolls or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Android: Supports	Android: The product does not include flashing content.
2.4.1 Bypass Blocks (Level A)	Android: Not Applicable	Android: This success criteria does not apply to non-web software.
2.4.2 Page Titled (Level A)	Android: Supports	Android: The product provides a suitable title for each page.
2.4.3 Focus Order (Level A)	Android: Supports	Android: The product can be navigated sequentially in a focus order which matches the logical reading order.
2.4.4 Link Purpose (In Context) (Level A)	Android: Supports	Android: The product does not contain links.
2.5.1 Pointer Gestures (Level A 2.1 only)	Android: Supports	Android: The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Android: Supports	Android: The product does not use a pointer to execute any part of the function.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Android: Supports	Android: In the product, when user interface components with labels include text, the accessible name contains the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 only)	Android: Supports	Android: The product does not have functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Android: Supports	Android: The product programmatically indicates the default human language used on each page.
3.2.1 On Focus (Level A)	Android: Supports	Android: The product does not initiate a change in context as a result of any component receiving focus.
3.2.2 On Input (Level A)	Android: Supports	Android: The product does not initiate a change in context when the setting of a user interface component is changed.
3.3.1 Error Identification (Level A)	Android: Supports	Android: The product supports input errors and identifies the associated form field when such errors are detected.
3.3.2 Labels or Instructions (Level A)	Android: Supports	Android: The product provides programmatically identifiable labels and instructions for user input fields.
4.1.1 Parsing (Level A)	Android: Supports	Android: The product is not implemented using markup languages.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Android: Partially Supports	<p>Android: The product mostly consists of user interface components which indicate their name, role, and values programmatically. Exceptions include:</p> <ul style="list-style-type: none"> When a user uploads an image or file, the successful upload is displayed visually, but is not announced.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Android: Supports	Android: The product does not contain live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Android: Supports	Android: The product does not include any "synchronized multimedia" (video with an audio track).
1.3.4 Orientation (Level AA 2.1 only)	Android: Supports	Android: The product does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Android: Supports	Android: The purpose of each input field collecting information about the user can be programmatically determined within the product.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Android: Supports	Android: The product provides sufficient contrast between text and backgrounds.
1.4.4 Resize text (Level AA)	Android: Supports	Android: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Android: Supports	Android: The product uses text instead of images of text (except for logos).
1.4.10 Reflow (Level AA 2.1 only)	Android: Supports	Android: The product allows for content to be presented without loss of information or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Android: Supports	Android: The visual presentation of non-text content has a contrast ratio of at least 3:1.
1.4.12 Text Spacing (Level AA 2.1 only)	Android: Supports	Android: The product supports custom text spacing without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Android: Supports	Android: The product does not contain content that becomes visible on pointer hover or keyboard focus.
2.4.5 Multiple Ways (Level AA)	Android: Not Applicable	Android: This criterion does not apply to non-web software.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Android: Supports	Android: The product uses headings and labels that describe their topic or purpose.
2.4.7 Focus Visible (Level AA)	Android: Supports	Android: The product provides a visible indication of keyboard focus for elements on pages.
3.1.2 Language of Parts (Level AA)	Android: Supports	Android: The product programmatically indicates the human language of each applicable passage or phrase in the content.
3.2.3 Consistent Navigation (Level AA)	Android: Not Applicable	Android: This success criteria does not apply to non-web software.
3.2.4 Consistent Identification (Level AA)	Android: Not Applicable	Android: This success criteria does not apply to non-web software.
3.3.3 Error Suggestion (Level AA)	Android: Supports	Android: The product provides suggestions when user input does not comply with constraints on that input.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Android: Supports	Android: The product does not process legal commitments or financial transactions, does not submit test responses, and does not modify user-controllable data.
4.1.3 Status Messages (Level AA 2.1 only)	Android: Not Applicable	Android: This criterion does not apply to non-web software.

Table 3: Success Criteria, Level AAA

N/A:

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