Zendesk SDK (iOS) Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Zendesk SDK (iOS)

Report Date: June 2025

Product Description: Software Development Kit with screens that can be added to native mobile applications built by Zendesk clients to integrate a conversational experience through Messaging.

Contact information: clare.rose@zendesk.com

Notes: N/A

Evaluation Methods Used: Evaluation of the product involved a combination of manual and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA and EN 301 549. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of user flows. Below is a list of the assistive technologies (ATs) used:

- VoiceOver

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	Level A – Yes Level AA – Yes Level AAA – No
Web Content Accessibility Guidelines 2.1	Level A – Yes Level AA – Yes Level AAA – No
Web Content Accessibility Guidelines 2.2	Level A – Yes Level AA – Yes Level AAA – No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	Yes

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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 Level AAA.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
[1.1.1 Non-text Content](#) (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: Non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Decorative non-text content is marked as presentational.

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Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.1.2.1 (Web) 10.1.2.1 (Non-web document) 11.1.2.1.1 (Open Functionality Software) 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Supports	iOS: The product does not contain prerecorded audio-only or video-only media.

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Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria - 9.1.2.3 (Web) - 10.1.2.3 (Non-web document) - 11.1.2.3.1 (Open Functionality Software) - 11.1.2.3.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	iOS: Supports	iOS: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Partially Supports	iOS: In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: • "New" message section heading is styled as a heading but not programmatically indicated as such.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.

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Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria - 9.1.4.1 (Web) - 10.1.4.1 (Non-web document) - 11.1.4.1 (Open Functionality Software) - 11.1.4.1 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	iOS: Supports	iOS: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Supports	iOS: The product does not include audio that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: The product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.

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Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports	iOS: The product does not use character key shortcuts.

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Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: The product does not contain time-limited or time-dependent content.

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Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Supports	iOS: The product does not contain content that moves, blinks, scrolls, or auto-updates.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria - 9.2.3.1 (Web) - 10.2.3.1 (Non-web document) - 11.2.3.1 (Open Functionality Software) - 11.2.3.1 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	iOS: Supports	iOS: The product does not contain flashing content.

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Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria - 9.2.4.1 (Web) - 10.2.4.1 (Non-web document) – Does not apply - 11.2.4.1 (Open Functionality Software) – Does not apply - 11.2.4.1 (Closed Software) – Does not apply - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) – Does not apply to non-web software - 504.2 (Authoring Tool) - 602.3 (Support Docs) – Does not apply to non-web docs	iOS: Supports	iOS: The product does not contain blocks of content repeated across multiple pages that require a bypass mechanism.

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Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: Screens of the product provide titles that adequately describe their topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria - 9.2.4.3 (Web) - 10.2.4.3 (Non-web document) - 11.2.4.3 (Open Functionality Software) - 11.2.4.3 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	iOS: Partially Supports	iOS: In most instances, screens of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: - There are incorrect focus changes that occur after a user makes a selection. - Focus does not update appropriately when an error is present.

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Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Supports	iOS: The product does not contain links.

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Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports	iOS: The product does not require multipoint or path-based gestures for operation.

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Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports	iOS: The product does not contain functionality that uses a pointer for operation, or the down-event of the pointer is not used to execute any part of the functionality.

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Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria - 9.2.5.3 (Web) - 10.2.5.3 (Non-web document) - 11.2.5.3.1 (Open Functionality Software) - 11.2.5.3.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports	iOS: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports	iOS: The product does not contain functionality that requires device motion or user motion.

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Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Supports	iOS: The product ensures that the default human language used on each screen can be programmatically determined.

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Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Supports	iOS: The product ensures that interface components do not initiate a change of context when receiving focus.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.

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Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Supports	iOS: The product does not contain help mechanisms.

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Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Partially Supports	iOS: In most instances, where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text. Exceptions include: • Error messages are not announced with the associated input fields when they receive focus.

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Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria - 9.3.3.2 (Web) - 10.3.3.2 (Non-web document) - 11.3.3.2 (Open Functionality Software) - 11.3.3.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	iOS: Supports	iOS: Where user input is required, the product presents adequate labels or instructions for successfully providing that input.

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Criteria	Conformance Level	Remarks and Explanations
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Supports	iOS: The product does not request redundant user-entered information in multi-step processes.

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Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Supports	iOS: For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

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Criteria	Conformance Level	Remarks and Explanations
[4.1.2 Name, Role, Value](#) (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Partially Supports	iOS: In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined. Exceptions include: • There is missing role information for uploaded attachments.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
[1.2.4 Captions (Live)](#) (Level AA) Also applies to: EN 301 549 Criteria - 9.1.2.4 (Web) - 10.1.2.4 (Non-web document) - 11.1.2.4 (Open Functionality Software) - 11.1.2.4 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	iOS: Supports	iOS: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.

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Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.

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Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports	iOS: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports	iOS: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: Visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Partially Supports	iOS: In some instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: • Some content is cut off when text is resized to 200%. • There is text that does not increase when text is resized to 200%.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: Except for logos, the product uses text instead of images of text.

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Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria - 9.1.4.10 (Web) - 10.1.4.10 (Non-web document) - 11.1.4.10 (Open Functionality Software) - 11.1.4.10 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports	iOS: The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.

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Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports	iOS: Visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s).

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Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria - 9.1.4.12 (Web) - 10.1.4.12 (Non-web document) - 11.1.4.12 (Open Functionality Software) - 11.1.4.12 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports	iOS: The product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports	iOS: The product does not contain content that appears on pointer hover or keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria - 9.2.4.5 (Web) - 10.2.4.5 (Non-web document) – Does not apply - 11.2.4.5 (Open Functionality Software) – Does not apply - 11.2.4.5 (Closed Software) – Does not apply - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) – Does not apply to non-web software - 504.2 (Authoring Tool) - 602.3 (Support Docs) – Does not apply to non-web docs	iOS: Supports	iOS: Screens of the product are accessed via a process flow and do not otherwise require multiple methods of access.

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Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Supports	iOS: Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.7 (Web) 10.2.4.7 (Non-web document) 11.2.4.7 (Open Functionality Software) 11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Supports	iOS: The product provides a visible indication of keyboard focus for elements on each screen.

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Criteria	Conformance Level	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Supports	iOS: When user interface components receive keyboard focus, they are, at minimum, partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Supports	iOS: The product does not use dragging movements for interactive functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Partially Supports	iOS: The size of the target meets the requirements of this criterion in most instances. Exceptions include: • There are some pointer targets that are insufficient in size, such as "Back", "Attachment", and "Send".

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Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: Screens of the product present content in a single language.

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Criteria	Conformance Level	Remarks and Explanations
[3.2.3 Consistent Navigation](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	iOS: Supports	iOS: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria - 9.3.2.4 (Web) - 10.3.2.4 (Non-web document) – Does not apply - 11.3.2.4 (Open Functionality Software) – Does not apply - 11.3.2.4 (Closed Software) – Does not apply - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) – Does not apply to non-web software - 504.2 (Authoring Tool) - 602.3 (Support Docs) – Does not apply to non-web docs	iOS: Supports	iOS: The product ensures that components with the same functionality are identified consistently across screens of the product.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria - 9.3.3.3 (Web) - 10.3.3.3 (Non-web document) - 11.3.3.3 (Open Functionality Software) - 11.3.3.3 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	iOS: Supports	iOS: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.

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Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports	iOS: The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.

Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Supports	iOS: The product does not require an authentication process.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Partially Supports	iOS: In most instances, the product provides status messages that can be presented to assistive technologies without receiving focus. Exceptions include: • There are dynamic status updates that are visually available but are not announced to assistive technology users.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable

Revised Section 508 Report

Notes:

Chapter 3: <u>Functional Performance Criteria</u> (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in: • 1.3.1 Info and Relationships • 2.4.3 Focus Order • 3.3.1 Error Identification • 4.1.2 Name, Role, Value
302.2 With Limited Vision	Partially Supports	The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in: • 1.3.1 Info and Relationships • 2.4.3 Focus Order • 3.3.1 Error Identification • 4.1.2 Name, Role, Value

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Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	The product's features allow users without perception of color to interact with user interface elements.
302.4 Without Hearing	Supports	The product is usable by people without hearing.
302.5 With Limited Hearing	Supports	The product is usable by people with limited hearing.
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Supports	The product features allow people with limited manipulation to interact with user interface elements.
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to interact with the user interface.

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Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in: • 1.3.1 Info and Relationships • 2.4.3 Focus Order • 3.3.1 Error Identification • 4.1.2 Name, Role, Value

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Chapter 4: <u>Hardware</u>

Notes: Not Applicable

Chapter 5: <u>Software</u>

Notes: Not Applicable

Chapter 6: <u>Support Documentation and Services</u>

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – not tested	Documentation listing and explanation of how to use the accessibility and compatibility features was not included in the scope of this evaluation.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

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Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No support documentation is provided in non-electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – not tested	ICT support services that include information on the accessibility and compatibility features required by 602.2 were not included in the scope of this evaluation.
603.3 Accommodation of Communication Needs	Applicable – not tested	Direct user support services or referral to a point of contact that accommodates a user with disabilities was not included in the scope of this evaluation.

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

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Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Where the product provides visual modes of operation, it mostly allows at least one mode of operation that does not require vision so that users without vision can use screen readers to interact with user interface elements except as disclosed in: • 1.3.1 Info and Relationships • 2.4.3 Focus Order • 3.3.1 Error Identification • 4.1.2 Name, Role, Value • 4.1.3 Status Messages

Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage with limited vision	Partially Supports	Where the product provides visual modes of operation, it mostly provides features that enable users to make better use of their limited vision as disclosed in: • 2.4.3 Focus Order • 3.3.1 Error Identification • 4.1.2 Name, Role, Value • 4.1.3 Status Messages
4.2.3 Usage without perception of colour	Supports	Where the product provides visual modes of operation, it allows at least one mode of operation that does not require user perception of color.
4.2.4 Usage without hearing	Supports	Where the product provides auditory modes of operation, it allows at least one mode of operation that does not require hearing.

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Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Supports	Where the product provides auditory modes of operation, functions of the product are usable for users with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	Where the product requires vocal input from users, functions of the product do not require users to generate vocal output.
4.2.7 Usage with limited manipulation or strength	Supports	Where the product requires manual actions, functions of the product can be used through alternative actions not requiring manipulation, simultaneous action or hand strength.
4.2.8 Usage with limited reach	Supports	All functions of the product can be used with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not contain flashing content.

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Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The product mostly allows for functionality that provides features and/or presentation that makes it simpler and easier to understand, operate and use except as disclosed in: • 2.4.3 Focus Order • 3.3.1 Error Identification • 4.1.3 Status Messages
4.2.11 Privacy	Supports	The product maintains user privacy when accessibility features are used.

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required

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Criteria	Conformance Level	Remarks and Explanations
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	The product does not have any closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The product does not have any closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	The product does not have any closed functionality.
5.1.3.4 Speech output user control	Not Applicable	The product does not have any closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	The product does not have any closed functionality.

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Criteria	Conformance Level	Remarks and Explanations
5.1.3.6 Speech output for non-text content	Not Applicable	The product does not have any closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	The product does not have any closed functionality.
5.1.3.8 Masked entry	Not Applicable	The product does not have any closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	The product does not have any closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	The product does not have any closed functionality.
5.1.3.11 Private listening volume	Not Applicable	The product does not have any closed functionality.
5.1.3.12 Speaker volume	Not Applicable	The product does not have any closed functionality.
5.1.3.13 Volume reset	Not Applicable	The product does not have any closed functionality.

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Criteria	Conformance Level	Remarks and Explanations
5.1.3.14 Spoken languages	Not Applicable	The product does not have any closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	The product does not have any closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The product does not have any closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	The product does not have any closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	The product does not have any closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	The product does not have any closed functionality.

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Criteria	Conformance Level	Remarks and Explanations
5.1.7 Access without speech	Not Applicable	The product does not have any closed functionality.
5.2 Activation of accessibility features	Not Applicable	The product does not contain documented accessibility features.
5.3 Biometrics	Not Applicable	The product does not rely on biological characteristics.
5.4 Preservation of accessibility information during conversion	Not Applicable	The product does not convert information or communication.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	The product does not have operable parts.
5.5.2 Operable parts discernibility	Not Applicable	The product does not have operable parts.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	The product does not have locking or toggle controls.

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Criteria	Conformance Level	Remarks and Explanations
5.6.2 Visual status	Not Applicable	The product does not have locking or toggle controls.
5.7 Key repeat	Not Applicable	The product does not have a key repeat function.
5.8 Double-strike key acceptance	Not Applicable	The product does not provide a keyboard or keypad.
5.9 Simultaneous user actions	Not Applicable	The product does not require simultaneous user actions for its operation.

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Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable

Chapter 8: Hardware

Notes: Not Applicable

Chapter 9: Web (see WCAG 2.1 section)

Notes: Not Applicable

Chapter 10: Non-Web Documents

Notes: Not Applicable

Chapter 11: Software

Notes:

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Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See [WCAG 2.1](#) section	See information in WCAG 2.1 section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Partially Supports	The product's user interface meets some of the criteria. Refer to the criteria 11.5.2.5 to 11.5.2.17.
11.5.2.4 Assistive technology	Not Applicable	The product is not assistive technology.

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Criteria	Conformance Level	Remarks and Explanations
11.5.2.5 Object information	Partially Supports	Some of the product's user interface elements are programmatically determinable. Exceptions include those identified in WCAG 4.1.2.
11.5.2.6 Row, column, and headers	Not Applicable	The product does not contain data tables.
11.5.2.7 Values	Partially Supports	The product's user interface elements have some values and ranges of values that are programmatically determinable. Exceptions include those identified in WCAG 4.1.2 Name, role, value.
11.5.2.8 Label relationships	Supports	The relationship between the product's user interface elements and their labels are programmatically determinable.
11.5.2.9 Parent-child relationships	Supports	The product's user interface elements and their parent-child relationships are programmatically determinable.

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Criteria	Conformance Level	Remarks and Explanations
11.5.2.10 Text	Partially Supports	Some of the product's rendered text, including its contents, attributes, and boundary, are programmatically determinable. Exceptions include implicit headings.
11.5.2.11 List of available actions	Partially Supports	Some of the product's user interface elements provide a list of available actions that are programmatically determinable. Exceptions include missing role information.
11.5.2.12 Execution of available actions	Partially Supports	Some of the available actions of the product's user interface elements can be programmatically executed. Exceptions include missing role information.
11.5.2.13 Tracking of focus and selection attributes	Supports	The product's user interface elements for text editing provide information and mechanisms necessary to track focus, text insertion point, and selection attributes in a way that is programmatically determinable.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.14 Modification of focus and selection attributes	Supports	The product's user interface elements for text editing provide information and mechanisms necessary to track focus, text insertion point, and selection attributes in a way that is programmatically determinable.
11.5.2.15 Change notification	Supports	The product notifies assistive technologies of changes to programmatically determinable attributes of user interface elements per the criteria 11.5.2.5 to 11.5.2.11 and 11.5.2.13.
11.5.2.16 Modifications of states and properties	Supports	The product's user interface elements allow for the programmatic modification of states and properties.
11.5.2.17 Modifications of values and text	Supports	The product's user interface elements allow for the programmatic modification of values and text.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.6.1 User control of accessibility features	Not Applicable	The product does not provide platform accessibility features.
11.6.2 No disruption of accessibility features	Not Applicable	The product does not have documented accessibility features.
11.7 User preferences	Partially Supports	The product's user interface follows the values of some of the user's preferred platform settings for applicable platform settings. Exceptions include text resizing up to 200 percent.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	See information in WCAG 2.1 section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	The product is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	The product is not an authoring tool.

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Criteria	Conformance Level	Remarks and Explanations
11.8.5 Templates	Not Applicable	The product is not an authoring tool.

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Applicable – Not tested	Product documentation was not included in this audit's scope
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Applicable – Not tested	Information on the accessibility and compatibility features that are mentioned in the product documentation was not included in this audit's scope

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Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	Applicable – Not tested	ICT support services were not included in this audit's scope.
12.2.4 Accessible documentation	Applicable – Not tested	Electronic support documentation was not included in the scope of this evaluation.

Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable

Legal Disclaimer (Company)

For more information, please visit Zendesk Product Accessibility at

https://www.zendesk.com/company/agreements-and-terms/accessibility/

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