



Zendesk Web Widget Accessibility Conformance Report

(Based on VPAT® Version 2.5)

Name of Product/Version: Zendesk Web Widget

Report Date: September 2025

Product Description: The Zendesk Web Widget enables businesses to embed omnichannel customer support (including the ability for visitors to self-serve by browsing knowledge base content or contact the business via email, chat and voice) into their websites and Zendesk Help Centers.

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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) 2.2 Conformance Levels A and AA, Section 508 and EN 301549 standards. 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:

- Chrome/NVDA

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 |

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 |
|---|--------------------|---|
| <p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | <p>Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include:</p> <ul style="list-style-type: none"> • Decorative images are not marked as decorative on the End user Launch page and End User Launch Bot Dialog. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product does not contain prerecorded audio-only or video-only media. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <p>The product does not contain any prerecorded synchronized media (video with audio) that requires captions.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product does not contain any prerecorded video media that requires audio descriptions or a media alternative. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| <p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | <p>In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: the following examples on the CSAT page:</p> <ul style="list-style-type: none"> • On the CSAT page: <ul style="list-style-type: none"> ○ Headings have programmatic levels that do not match their visual level. ○ Content uses heading markup but does not function as a heading. ○ Inline errors are not programmatically associated with their corresponding fields. ○ Constraints are not programmatically associated with their corresponding fields. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <p>The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <p>The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| <p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | <p>In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include:</p> <ul style="list-style-type: none"> • Content uses color alone to visually indicate information on the End user Request a Live Agent Form page. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| 1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product does not include audio that plays automatically. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| <p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | <p>In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard. Exceptions include:</p> <ul style="list-style-type: none"> • Interactive controls, like the More Option menu, cannot be operated with the keyboard alone on the End User Launch Bot Dialog. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 | Supports | The product does not use character key shortcuts. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product does not contain time-limited or time-dependent content. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product does not contain flashing content. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>2.4.1 Bypass Blocks (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 | Supports | The product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Pages of the product provide titles that adequately describe their topic or purpose. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | <p>In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include:</p> <ul style="list-style-type: none"> • When controls appear, such as the Articles carousel, focus does not move to the carousel on the End user Articles page. • Focus does not move to the field in error on the End user Request a Live Agent Form page. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <p>The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | Supports | The product does not require multipoint or path-based gestures for operation. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | Supports | <p>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.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| <p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | Partially Supports | <p>In most instances, the product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. Exceptions include:</p> <ul style="list-style-type: none"> • Form controls have visual labels that are not programmatically associated with the control on the End User Launch Bot Dialog. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | Supports | <p>The product does not contain functionality that requires device motion or user motion.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product ensures that the default human language used on each page can be programmatically determined. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <p>The product ensures that interface components do not initiate a change of context when receiving focus.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| 3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | 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. |
| 3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Supports | Help mechanisms occur in the same order relative to other page content in the product. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Where user input is required, the product presents adequate labels or instructions for successfully providing that input. |
| 3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Supports | The product does not request redundant user-entered information in multi-step processes. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>4.1.1 Parsing (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <p>For WCAG 2.0, 2.1, and EN 301 549, 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.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| <p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | <p>In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined. Exceptions include:</p> <ul style="list-style-type: none"> • Controls, like the Articles carousel, do not have an appropriate implementation on the End user Articles page. |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product does not contain any live synchronized media (video with audio) that requires real-time captioning. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| 1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | Supports | 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 |
|--|--------------------|--|
| <p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | Partially Supports | <p>In most instances, the product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined. Exceptions include:</p> <ul style="list-style-type: none"> • Common form controls lack a programmatic way to communicate purpose, such as an autocomplete attribute, on the End user Request a Live Agent Form page. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | <p>In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include:</p> <ul style="list-style-type: none"> • Text does not meet the required minimum color contrast ratio with its background, like Show me articles and Talk to a human links, on the End User Launch Bot Dialog. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The images of text contained in the product are essential and can be visually customized to user viewing requirements. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | Supports | 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | Partially Supports | <p>In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include:</p> <ul style="list-style-type: none"> • User interface components, like focus on the Open Message dialog control, have a contrast ratio below 3.00:1 on the End user Launch page. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| 1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 | Supports | 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 |
|--|-------------------|---|
| <p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | Supports | Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 | Supports | The product provides multiple ways to navigate through pages in the product. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| <p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | <p>The product uses headings and labels that describe their topic or purpose in most instances. Exceptions include:</p> <ul style="list-style-type: none"> • Radio buttons have insufficiently descriptive accessible names on the End user CSAT Experience page. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product provides a visible indication of keyboard focus for elements on each page. |

| 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 | Supports | 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 | Supports | When dragging movement is needed for operation the product allows the functionality to be accomplished by a single pointer without dragging. |
| 2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Supports | The size of targets in the product meets the requirements of this criterion. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Pages of the product present content in a single language. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 | Supports | <p>The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 | Supports | The product ensures that components with the same functionality are identified consistently across pages of the product. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <p>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.</p> |

| 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 | Supports | 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 <ul style="list-style-type: none"> • 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 | Partially Supports | In most instances, the product provides status messages that can be presented to assistive technologies without receiving focus. Exceptions include: <ul style="list-style-type: none"> • Dynamically changing content areas, like status messages, are not announced to screen reader users on the End user CSAT Experience and End user Send and Receive an Image pages. |

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|----------------------|--------------------|--|
| 302.1 Without Vision | Partially Supports | <p>The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none">• 1.1.1 Non-text Content• 1.3.1 Info and Relationships• 1.4.1 Use of Color• 2.4.3 Focus Order• 2.4.6 Headings and Labels• 4.1.2 Name, Role, Value |

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|--------------------|---|
| 302.2 With Limited Vision | Partially Supports | <p>The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum) • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.6 Headings and Labels • 4.1.2 Name, Role, Value |
| 302.3 Without Perception of Color | Partially Supports | <p>The product's features allow users without perception of color to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none"> • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum) |
| 302.4 Without Hearing | Partially Supports | <p>The product is mostly usable by people without hearing except as disclosed in:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content |

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------------------|--------------------|--|
| 302.5 With Limited Hearing | Partially Supports | <p>The product is usable by people with limited hearing except as disclosed in:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content |
| 302.6 Without Speech | Supports | The product is usable by people without speech. |
| 302.7 With Limited Manipulation | Partially Supports | <p>The product features mostly allow people with limited manipulation to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.6 Headings and Labels • 4.1.2 Name, Role, Value |
| 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | <p>The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.6 Headings and Labels • 4.1.2 Name, Role, Value |

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes: Not Applicable

Chapter 6: [Support Documentation and Services](#)

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 | Not Applicable | 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.x section | See information in WCAG 2.x section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not Applicable | Non-electronic documentation formats and other alternate formats usable by individuals with disabilities were not included in the scope of this evaluation. |
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Not Applicable | 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 603.3 Accommodation of Communication Needs | Not Applicable | 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. |

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Notes:

Chapter 4: [Functional Performance Statements](#) (FPS)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|----------------------------|--------------------|---|
| 4.2.1 Usage without vision | Partially Supports | <p>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 as disclosed in:</p> <ul style="list-style-type: none">• 1.1.1 Non-text content• 1.3.1 Info and relationships• 1.4.1 Use of Color• 2.1.1 Keyboard• 2.4.3 Focus order• 2.4.6 Headings and labels• 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 | <p>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:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.3.5 Identify Input Purpose • 1.4.1 Use of Color • 1.4.3 Contrast (minimum) • 1.4.11 Non-Text Contrast • 2.1.1 Keyboard • 2.4.3 Focus order • 2.4.6 Headings and labels • 4.1.2 Name, role, value • 4.1.3 Status messages |
| 4.2.3 Usage without perception of colour | Partially Supports | <p>Where the product provides visual modes of operation, it mostly allows at least one mode of operation that does not require user perception of color as disclosed in:</p> <ul style="list-style-type: none"> • 1.4.1 Use of Color • 1.4.3 Contrast (minimum) • 1.4.11 Non-Text Contrast • 4.1.3 Status Messages |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| 4.2.4 Usage without hearing | Partially Supports | <p>Where the product provides auditory modes of operation, it allows allow at least one mode of operation that does not require hearing as disclosed in:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 4.1.3 Status Messages |
| 4.2.5 Usage with limited hearing | Partially Supports | <p>Where the product provides auditory modes of operation, functions of the product are usable for users with limited hearing as disclosed in:</p> <ul style="list-style-type: none"> • 4.1.3 Status Messages |
| 4.2.6 Usage with no or limited vocal capability | Supports | <p>Where the product requires vocal input from users, functions of the product do not require users to generate vocal output.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| 4.2.7 Usage with limited manipulation or strength | Partially Supports | <p>Where the product requires manual actions, functions of the product can mostly be used through alternative actions not requiring manipulation, simultaneous action or hand strength as disclosed in:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.6 Headings and labels • 2.5.3 Label in Name • 4.1.3 Status Messages |
| 4.2.8 Usage with limited reach | Partially Supports | <p>Where the product requires manual actions, functions of the product can mostly be used through alternative actions not requiring manipulation, simultaneous action or hand strength as disclosed in:</p> <ul style="list-style-type: none"> • 2.5.3 Label in Name • 4.1.3 Status Messages |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 4.2.9 Minimize photosensitive seizure triggers | Partially Supports | <p>Where the product provides visual modes of operation, the potential for triggering photosensitive seizures is not minimized as disclosed in:</p> <ul style="list-style-type: none"> • 4.1.3 Status Messages |
| 4.2.10 Usage with limited cognition, language or learning | Partially Supports | <p>The product mostly allows for functionality that provides features and presentation that makes it simpler and easier to understand, operate and use except as disclosed in:</p> <ul style="list-style-type: none"> • 2.4.3 Focus Order • 2.4.6 Headings and labels • 2.5.3 Label in Name • 4.1.3 Status Messages |
| 4.2.11 Privacy | Supports | <p>The product maintains user privacy when accessibility features are used.</p> |

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 |
| 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 5.1.3.5 Speech output automatic interruption | Not Applicable | The product does not have any closed functionality. |
| 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 5.1.3.13 Volume reset | Not Applicable | The product does not have any closed functionality. |
| 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 |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 5.1.6.2 Input focus | Not Applicable | The product does not have any closed functionality. |
| 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 |

| Criteria | Conformance Level | Remarks and Explanations |
|----------------------------------|-------------------|---|
| 5.6.1 Tactile or auditory status | Not Applicable | The product does not have locking or toggle controls. |
| 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. |

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.x section](#))

Notes:

Chapter 10: [Non-Web Documents](#)

Notes: Not Applicable

Chapter 11: [Software](#)

Notes: Not Applicable

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 |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|--|
| 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 |
| 12.2.3 Effective communication | Applicable – Not tested | ICT support services were not included in this audit's scope. |
| 12.2.4 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section |

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

Notes: Not Applicable

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