Zendesk Admin Center Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.3)

Name of Product/Version: Zendesk Admin Center

Product Description: Zendesk Admin Center provides a central location for managing global, cross-product settings within Zendesk Web Applications.

Date of Report: December 2019

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Notes: None

Evaluation Methods Used: Testing the Zendesk Admin Center website involved a combination of manual and functional testing on desktop and on mobile. Level Access (Level) comprehensively tested a selection of pages representative of the Zendesk Admin Center website using, among other methodology, the screen reader JAWS 2019, exclusive use of the keyboard, and manual inspection of code, Color Contrast Analyzer and Accessibility API output (using tools such as Microsoft Inspect). Level also functionally tested the typical user flows with the screen reader JAWS 2019.

Applicable Standards/Guidelines

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

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

Terms

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

![zendesk logo]

WCAG 2.X Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Partially Supports	Web: Although the Zendesk Admin Center website does not have a lot of non-text content, a rating of Partially Supports has been given for the following reasons: ● The pages have SVG image icons that do not have textual alternatives nor are marked as decorative. ● The SVG image enclosed in the button do not have textual alternative nor marked as decorative. ● The close ('X') button in the 'Unsaved Changes' dialog is not visible when the page is viewed in high contrast mode, because the 'X' is a CSS background image. CSS background images tend to disappear in high contrast mode. ● On the 'Admin Center Object Type' page, after activating the buttons to sort the columns, the table no longer responds to key commands by screen readers.

		• On the 'Admin Center Object Type' page, the Delete buttons within the grid/table are not labelled. • The state of expansion and collapse of product tray panel after activating the 'Zendesk Product' button is not communicated to screen reader users.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	Web: The Zendesk Admin Center website does not contain any audio-only or video-only (Prerecorded) content.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	Web: No content requiring captions is present on the Zendesk Admin Center website.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Web: Neither time-based media nor prerecorded video requiring audio description is present on the Zendesk Admin Center website.
1.3.1 Info and Relationships (Level A)	Web: Partially Supports	Web: The Zendesk Admin Center Website conveys most of the information, structure, and relationships by accessible methods. However, a rating of Partially Supports has been given for the following reasons: • The page consists of implicit headings. Implicit headings are those that use font size, boldface, color, background color, extra spacing, but without the native HTML <h> element. • The Admin Center Subscription page consists of data in a tabular format

		but is not structured as a data table using native HTML table elements. ● When any of the menu buttons from the side navigation bar are activated, the respective page of its submenu is displayed, and the focus is moved to the top of the page rather than to the new content of the page or to the first submenu button. ● When any of the submenu buttons are activated, the page content changes, but the focus remains on the button itself instead of moving to the heading of the page. ● The page consists of multiple navigation region structured using <nav> elements, but none of them have an accessible label so they can be easily identified uniquely. ● The heading level hierarchy is not followed and heading levels are skipped on certain pages. ● The selected state of simulated checkboxes is not visible when the page is viewed in high contrast mode as they are structured using CSS background colors and images. ● When the 'Unsaved Changes' dialog appears, neither the page title is changed nor is the title of the dialog structured as a heading to receive focus.

		• On the 'Admin Center - Object Types' page, the column header used for 'Delete' is blank/empty.
1.3.2 Meaningful Sequence (Level A)	Web: Partially Supports	Web: Most of the content on the Zendesk Admin Center website presents content in a meaningful reading sequence. However, a rating of Partially Supports has been given for the following reason: • The visual reading order and focus order of the buttons in the header and side navigation seems illogical. The menu buttons in the side navigation bar receive focus before the buttons in the header.
1.3.3 Sensory Characteristics (Level A)	Web: Supports	Web: The Zendesk Admin Center website does not present information that solely relies on the sensory characteristics of components, such as shape, color, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A)	Web: Partially Supports	Web: The Zendesk Admin Center presents certain information that uses color as the only visual means of conveying information. Hence, a rating of Partially Supports has been given for the following reasons: • The page tabs on the 'Admin Center Invoices and More' product pages do not provide information about their state and role for users of assistive technology. • The controls in the side navigation bar are incorrectly structured as a "button" when they act as "link". Secondly, the

		state of the selected button in the side navigation bar is only communicated via change in color. ● A colored underline is used to indicate the currently selected page tab on the 'Admin Center Invoices and More' product pages, which is not visible in high contrast mode.
1.4.2 Audio Control (Level A)	Web: Supports	Web: No audio content that plays automatically is present on the Zendesk Admin Center website.
2.1.1 Keyboard (Level A)	Web: Partially Supports	Web: Almost all the functionality of the Zendesk Admin Center website is operable through a keyboard interface. However, a rating of Partially Supports has been given for the following reasons: ● The tab panel on the 'Admin Center Invoice' page is not keyboard accessible. It is not receiving keyboard focus, nor does it have keyboard event handlers to be actionable via keyboard. ● On the 'Admin Center Object Types', the 'Garbage can' icon button receives focus, however the icon itself is not visible. ● On the 'Admin Center Object Types', the edit functionality for an "Object" that directs a user to the "Edit object type" screen cannot be accessed using the keyboard. The row appears highlighted, however pressing ENTER

		or SPACEBAR activates the "Delete Object" dialog modal.
		● The tab panels (Password, Authentication and Account Assumption) on the 'Admin Center Advanced Security' have been unnecessarily placed in the focus order by providing tabindex="0".
[2.1.2 No Keyboard Trap](#) (Level A)	Web: Supports	Web: There are no keyboard focus traps present on the Zendesk Admin Center website.
[2.1.4 Character Key Shortcuts](#) (Level A 2.1 only)	Web: Supports	Web: The product does not provide character key shortcuts.
[2.2.1 Timing Adjustable](#) (Level A)	Web: Supports	Web: No tasks or content are present on the Zendesk Admin Center website that are time sensitive or require time adjustments.
[2.2.2 Pause, Stop, Hide](#) (Level A)	Web: Supports	Web: The Zendesk Admin Center website does not present any moving, blinking, scrolling, or auto-updating information or content.
[2.3.1 Three Flashes or Below Threshold](#) (Level A)	Web: Supports	Web: The Zendesk Admin Center website does not present any flashing content.
[2.4.1 Bypass Blocks](#) (Level A)	Web: Does Not Supports	Web: The Zendesk Admin Center website does not provide a skip link mechanism to bypass blocks of content that are repeated on multiple Web pages.
[2.4.2 Page Titled](#) (Level A)	Web: Partially Supports	Web: The Zendesk Admin Center website

		has titles for each of its webpages. However, a rating of Partially Supports has been given for the following reason: ● All pages have the generic title 'Zendesk Admin Center' which do not update regardless of what page/tab the user visits.
2.4.3 Focus Order (Level A)	Web: Partially Supports	Web: The elements of the Zendesk Admin Center website pages can be navigated sequentially, and focusable components receive focus in an order that preserves meaning and operability. However, a rating of Partially Supports has been given for the following reasons: ● When any of the menu buttons from the side navigation bar are activated, the respective page of its submenu is displayed and the focus is moved to the top of the page, rather than the new content of the page or to the first submenu button. ● When any of the submenu buttons are activated, the page content changes, but the focus remains on the button itself instead of moving to the heading of the page. ● The keyboard focus is not returned to an appropriate location when the 'Unsaved Changes' dialog is dismissed using the dialog's elements. Currently, the focus is moved back to the starting of the page.

		- The keyboard focus is not moved appropriately to the title of the dialog or to the first interactive element in the dialog (Unsaved Changes). - After closing the "Delete Object Type" modal, focus does not return to the table, but instead goes back to the top of the page.
2.4.4 Link Purpose (In Context) (Level A)	Web: Supports	Web: The purpose of each of the links can be determined from the link text or from the link text together with its programmatically determined link context on the Zendesk Admin Center web pages.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Not Applicable	
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Not Applicable	
2.5.3 Label in Name (Level A 2.1 only)	Web: Supports	Web: The Zendesk Admin Center website presents user interface components whose accessible name contains the text presented visually.
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Not Applicable	
3.1.1 Language of Page (Level A)	Web: Does Not Supports	Web: The language of the page is not set using the 'lang' attribute with the HTML element for any of the pages.
3.2.1 On Focus (Level A)	Web: Supports	Web: None of the user interface components on the Zendesk Admin Center website that receive focus initiate a change of context.

3.2.2 On Input (Level A)	Web: Supports	Web: No component on the Zendesk Admin Center website automatically causes a change of context on user input, except where a user has been advised of that behavior.
3.3.1 Error Identification (Level A)	Web: Supports	Web: Where input errors are automatically detected, such as when required fields are not filled out when editing forms, items in error are identified and error messages are displayed
3.3.2 Labels or Instructions (Level A)	Web: Supports	Web: Labels or instructions are provided for most of the input fields.
4.1.1 Parsing (Level A)	Web: Partially Supports	Web: A rating of Partially Supports has been given for the following reason: ● The Zendesk logo is an SVG image enclosed inside a "button" element. The SVG logo does not have a textual alternative nor does the button have an accessible label. Moreover, having the SVG image inside an inactive button will create confusion for screen reader users.
4.1.2 Name, Role, Value (Level A)	Web: Partially Supports	Web: For the most part, name, role, state, and value of the controls is exposed to assistive technology. However, a rating of Partially Supports has been given for the following reasons: ● The page tabs on the 'Admin Center Invoices and More' product pages do not provide information about their

			state and role for users of assistive technology.
● The state of expansion and collapse of the product tray panel after activating the 'Zendesk Product' button is not communicated to screen reader users.
● Unnecessary and incorrect ARIA attributes have been used to structure the combo boxes. As a result, neither the already selected option nor the newly selected options gets announced by the screen reader.
● The user menu consists of links which open a new tab in the browser, but these links are incorrectly structured as menu item checkboxes, along with incorrectly used aria-checked attribute.
● The pages consist of iframes which do not have a title attribute to describe the purpose of iframes.
● On the 'Admin Center Object Type' page, the "Delete" buttons within the grid/table are not labelled.
● On the 'Admin Center Object Type' page, after activating the buttons to sort the columns, the table no longer responds to key commands by screen readers.
● The pages consist of aria-based checkboxes that are not properly structured. The aria-autocomplete attribute is used on the 'INPUT'

		element without the use of other necessary ARIA attributes. The <div> enclosing the label and the input, consist of role="combobox", aria-expanded and aria-haspopup, which is incorrect.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	Web: No live audio content requiring live captions is present on the Zendesk Admin Center website.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Web: No prerecorded video content requiring audio description is present on the Zendesk Admin Center website.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web: The Zendesk Admin Center Website content does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Supports	Web: The purpose of the input fields can be determined via programmatically associated labels on the Zendesk Admin Center website.
1.4.3 Contrast (Minimum) (Level AA)	Web: Supports	Web: The visual presentation of text and images of text on the Zendesk Admin Center website meets the contrast ratio of at least 4.5:1.
1.4.4 Resize text (Level AA)	Web: Supports	Web: Most of the content on the Zendesk Admin Center website can be resized up to 200% without loss of functionality.
1.4.5 Images of Text (Level AA)	Web: Supports	Web: The product uses text instead of images of text, except for branding elements that are considered essential.

1.4.10 Reflow (Level AA 2.1 only)	Web: Does Not Support	Web: The Zendesk Admin Center website presents the vertical and horizontal scrolling content at a width equivalent to 320 CSS pixels with loss of information or functionality. A rating of Does Not Support has been given for the following reason: ● When the page's width is set to 320 CSS pixels (for horizontal writing systems), the content on the pages does not reflow properly and requires horizontal scrolling. The content also gets cut off on some of the pages or is difficult to read.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Partially Supports	Web: Visual information used to indicate states and boundaries of most of the user interface components on the Zendesk Admin Center website have sufficient contrast ratio. However, a rating of Partially Supports has been given for the following reason: ● The selected state of the buttons of the side navigation does not meet the color contrast ratio of at least 3:1 with adjacent colors.
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports	Web: The Zendesk Admin Center website content adapts up to the specific spacing requirements identified in WCAG 2.1 with no loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	Web: The Zendesk Admin Center website does not present any content or widgets on the pages that could be triggered by hover or focus and are dismissible.

[2.4.5 Multiple Ways](#) (Level AA)	Web: Supports	Web: Multiple ways exist to locate each page within the product, except where those pages are steps in a process.
[2.4.6 Headings and Labels](#) (Level AA)	Web: Partially Supports	Web: Most of the headings and labels for the form controls are descriptive. However, a rating of Partially Supports has been given for the following reason: ● The 'Admin Center Payment' page consists of multiple 'Edit' buttons which do not have unique accessible labels.
[2.4.7 Focus Visible](#) (Level AA)	Web: Supports	Web: The Zendesk Admin Center website provides a visible indication of keyboard focus for all actionable elements on its pages.
[3.1.2 Language of Parts](#) (Level AA)	Web: Supports	Web: Content on the Zendesk Admin Center website is only presented in one language at this time.
[3.2.3 Consistent Navigation](#) (Level AA)	Web: Supports	Web: Navigation is consistent throughout the Zendesk Admin Center website.
[3.2.4 Consistent Identification](#) (Level AA)	Web: Supports	Web: The components on the Zendesk Admin Center website that have the same functionality are identified consistently.
[3.3.3 Error Suggestion](#) (Level AA)	Web: Supports	Web: Where input errors are automatically detected, suggestions for correction are provided to the user.
[3.3.4 Error Prevention (Legal, Financial, Data)](#) (Level AA)	Web: Supports	Web: The product does not process legal commitments or financial transactions. Changes to user-controllable data are

Criteria		Remarks and Explanations
		reversible or can be confirmed before finalizing.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Partially Supports	Web: The Zendesk Admin Center website does not present many status messages to be determined programmatically without receiving focus. However, a rating of Partially Supports has been given for the following reason: ● On the Admin Center Advanced Security, the Save Changes message is displayed at the top right corner, but the message is not rendered by the screen reader nor receives focus to be rendered by the screen reader.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Web: Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Web: Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Web: Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Web: Not Evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only)	Web: Not Evaluated	
1.4.6 Contrast Enhanced (Level AAA)	Web: Not Evaluated	

1.4.7 Low or No Background Audio (Level AAA)	Web: Not Evaluated	
1.4.8 Visual Presentation (Level AAA)	Web: Not Evaluated	
1.4.9 Images of Text (No Exception) Control (Level AAA)	Web: Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Web: Not Evaluated	
2.2.3 No Timing (Level AAA)	Web: Not Evaluated	
2.2.4 Interruptions (Level AAA)	Web: Not Evaluated	
2.2.5 Re-authenticating (Level AAA)	Web: Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Web: Not Evaluated	
2.3.2 Three Flashes (Level AAA)	Web: Not Evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Web: Not Evaluated	
2.4.8 Location (Level AAA)	Web: Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Web: Not Evaluated	
2.4.10 Section Headings (Level AAA)	Web: Not Evaluated	
2.5.5 Target Size (Level AAA 2.1 only)	Web: Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Web: Not Evaluated	
3.1.3 Unusual Words (Level AAA)	Web: Not Evaluated	
3.1.4 Abbreviations (Level AAA)	Web: Not Evaluated	
3.1.5 Reading Level (Level AAA)	Web: Not Evaluated	
3.1.6 Pronunciation (Level AAA)	Web: Not Evaluated	

3.2.5 Change on Request (Level AAA)	Web: Not Evaluated	
3.3.5 Help (Level AAA)	Web: Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Web: Not Evaluated	

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