



# **Zendesk Support Agent Experience Accessibility Conformance Report**

## **International Edition**

**(Based on VPAT® Version 2.3)**

**Name of Product/Version:** Zendesk Support Agent Experience

**Product Description:** Zendesk Support Web Application is a web application which Zendesk clients can deploy to provide a custom Ticketing system for their organization's website or application which includes scope for both Administrators and Agents. This report includes only the Agent experience.

**Date of Report:** December 2019

**Contact information:** [accessibility@zendesk.com](mailto:accessibility@zendesk.com)

**Notes:** None

**Evaluation Methods Used:** Testing the Zendesk Agent Experience 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 Agent Experience 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

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

## Terms

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

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

## WCAG 2.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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Web: Partially Supports	Web: Although the Zendesk – Agent Experience website does not have a lot of non-text content, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>• The pages have SVG image icons that do not have textual alternatives nor are marked as decorative.</li> <li>• The pages have image elements that do not have textual alternatives nor are marked as decorative.</li> <li>• The main navigation controls do not announce their state and purpose to assistive technology users.</li> <li>• The "Dashboard" and "Explore Zendesk Support" navigation elements do not convey the currently displayed section to assistive technology.</li> </ul>

		<ul style="list-style-type: none"> <li>• There are visually hidden &lt;input&gt; fields and buttons that are incorrectly rendered to assistive technology.</li> <li>• Throughout the site, popup menus are used that do not convey their state and purpose to assistive technology users.</li> <li>• The pages have visual tab panels that are not marked up as tab panels to convey their state to assistive technology users.</li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Web: Supports	Web: The Zendesk – Agent Experience website does not contain any audio-only or video-only (Prerecorded) content.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Web: Supports	Web: No content requiring captions is present on the Zendesk – Agent Experience website.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Web: Supports	Web: Neither time-based media nor prerecorded video requiring audio description is present on the Zendesk – Agent Experience website.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Web: Partially Supports	<p>Web: The Zendesk - Agent Experience 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:</p> <ul style="list-style-type: none"> <li>• The pages consist of buttons, fields, and checkboxes that do not have accessible names to convey the purpose of the interactive elements.</li> </ul>

		<ul style="list-style-type: none"><li>• The header search field and search results "Assignee" field relies on its placeholder attribute to provide its accessible name.</li><li>• The table that displays the ticket lists and history is structured as two tables, where the table headers appear in a separate table from the ticket list, breaking the relationship between the cells and headers.</li><li>• The table that displays the ticket lists has header cells that contain no information.</li><li>• A heading level hierarchy is not followed and heading levels are skipped on certain pages.</li><li>• On the Organization page, there is a &lt;nav&gt; element used that wraps the organization name but does not contain navigation links.</li><li>• On the Ticket page, the ticket text area WYSIWYG controls are contained in a &lt;ul&gt; that is malformed containing first child elements that are not &lt;li&gt; elements.</li><li>• On the Ticket page, there are multiple &lt;ul&gt; list elements on the page that do not contain any &lt;li&gt; list item.</li><li>• Pages consist of implicit headings. Implicit headings are those that use font size, boldface, color, background color, extra spacing, but without the native HTML &lt;h#&gt; element.</li></ul>
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		<ul style="list-style-type: none"> <li>• Some of the modal dialogs used lack some appropriate structural elements to convey their boundaries and accessible name to assistive technology users.</li> <li>• In the chat interface panel, when the request a rating control is activated, a dialog displays but the focus remains on the button itself instead of moving to the newly displayed panel.</li> <li>• In the chat interface panel, when new chat messages are displayed on the page, they are not announced to assistive technology users through the use of an aria-live region.</li> </ul>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: Most of the content on the Zendesk – Agent Experience website presents content in a meaningful reading sequence. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• The visual reading order and focus order of the buttons in the header seems illogical. The Search, Chat, Call, Products, and Profile controls receive keyboard focus in the opposite order they are visually presented.</li> <li>• On some screens, the reading order of the tickets Play button and associated heading does not follow a logical reading order and should be reversed.</li> </ul>

		<ul style="list-style-type: none"> <li>On some screens, the Clear Selection button is read after Edit Tickets and the Edit Tickets dropdown buttons. This does not match the visual logical reading order.</li> <li>The keyboard shortcuts modal column headings are read by assistive technology before the columns of text they represent.</li> </ul>
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Web: Supports	Web: The Zendesk – Agent Experience website does not present information that solely relies on the sensory characteristics of components, such as shape, color, size, visual location, orientation, or sound.
<a href="#">1.4.1 Use of Color</a> (Level A)	Web: Partially Supports	<p>Web: The Zendesk – Agent Experience 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:</p> <ul style="list-style-type: none"> <li>On the left admin panel on the Ticket screen, the on/off toggle setting controls use color alone to convey state of the control.</li> <li>In the Chat panel interface, the currently selected button for the "Current Chat" and "History" buttons (Tabs) are only indicated through a color band and not conveyed to assistive technology users.</li> </ul>



<a href="#">1.4.2 Audio Control</a> (Level A)	Web: Supports	Web: No audio content that plays automatically is present on the Zendesk – Agent Experience website.
<a href="#">2.1.1 Keyboard</a> (Level A)	Web: Partially Supports	Web: Almost all the functionality of the Zendesk - Agent Experience website is operable through a keyboard interface. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>• Some UI elements are not keyboard accessible. This includes content that does not respond to keyboard input and also content that does not receive keyboard focus to begin with.</li> </ul>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Web: Partially Supports	Web: Almost all the functionality of the Zendesk - Agent Experience website does not present a keyboard trap. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>• The ticket message text area WYSIWYG editor traps tab key usage, blocking users from moving past the field.</li> </ul>
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Web: Supports	Web: The product meets requirement for use of character key shortcuts.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Web: Supports	Web: No tasks or content are present on the Zendesk - Agent Experience website that are time sensitive or require time adjustments.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Web: Supports	Web: The Zendesk - Agent Experience website does not present any moving, blinking, scrolling, or auto-updating information or content.

<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Web: Supports	Web: The Zendesk - Agent Experience website does not present any flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Web: Does Not Supports	Web: The Zendesk - Agent Experience website does not provide a skip link mechanism to bypass blocks of content that are repeated on multiple Web pages.
<a href="#">2.4.2 Page Titled</a> (Level A)	Web: Does Not Supports	Web: The Zendesk – Agent Experience website has titles for each of its webpages. However, a rating of Does Not Supports has been given for the following reason: <ul style="list-style-type: none"> <li>• All pages have a generic title which does not update regardless of what page/tab the user visits.</li> </ul>
<a href="#">2.4.3 Focus Order</a> (Level A)	Web: Partially Supports	Web: The elements of the Zendesk – Agent Experience 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: <ul style="list-style-type: none"> <li>• In the Chat panel, when activating the Request a Rating control, a dialog appears but the focus remains on the button itself instead of moving to the newly displayed dialog.</li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Web: Partially Supports	Web: Most links on the Zendesk - Agent Experience website have descriptive link text that make the purpose of each link clear. A

		<p>rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• There are some instances of links not having an accessible name that can be conveyed to assistive technology.</li> <li>• Multiple link elements in the Ticket List table under the "Subject" table header contain link text that is not unique, making the link purpose unclear.</li> <li>• Generic links such as "More" are used on the site and do not provide context to assistive technology users.</li> </ul>
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Web: Supports	Web: No features require multipoint or path-based gestures for operation.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Web: Supports	Web: The product does not have functionality that requires device motion or user motion.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Web: Supports	Web: The Zendesk - Agent Experience website presents user interface components whose accessible name contains the text presented visually.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Web: Not Applicable	
<a href="#">3.1.1 Language of Page</a> (Level A)	Web: Supports	Web: The language is set on pages of the Zendesk - Agent Experience website.
<a href="#">3.2.1 On Focus</a> (Level A)	Web: Supports	Web: None of the user interface components on the Zendesk – Agent Experience website that receive focus initiate a change of context.

<a href="#">3.3.2 On Input</a> (Level A)	Web: Supports	Web: No component on the Zendesk – Admin Experience website automatically causes a change of context on user input, except where a user has been advised of that behavior.
<a href="#">3.3.1 Error Identification</a> (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
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Web: Supports	Web: Labels or instructions are provided for most of the input fields.
<a href="#">4.1.1 Parsing</a> (Level A)	Web: Partially Supports	Web: A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>● Often, elements have non-unique IDs.</li> </ul>
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Web: Partially Supports	Web: For the most part, name, role, state, and value of the controls are exposed to assistive technology. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>● Often, ARIA attributes are referencing unspecified elements.</li> <li>● Often, ARIA attributes are used on unsupported elements.</li> <li>● Some structural functionality is not communicated appropriately. This includes modals, tabs, buttons, combo boxes, menus and list boxes.</li> <li>● Links and buttons in several sections of the website lack appropriate</li> </ul>

		<p>accessible names. In some cases, there is no accessible name available. In other cases, the name provided is not unique or informative.</p> <ul style="list-style-type: none"> <li>• States of certain UI elements are not communicated accurately. For instance, where interface elements expand/collapse or toggle open and closed, the state of the element is not conveyed.</li> <li>• In the header navigation the current page is not indicated to assistive technology users</li> </ul>
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*Table 2: Success Criteria, Level AA*

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Web: Supports	Web: No live audio content requiring live captions is present on the Zendesk - Agent Experience website.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Web: Supports	Web: No prerecorded video content requiring audio description is present on the Zendesk - Agent Experience website.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Web: Supports	Web: The Zendesk - Agent Experience Website content does not restrict its view and operation to a single display orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Web: Supports	Web: The purpose of the input fields can be determined via programmatically associated

		labels on the Zendesk – Agent Experience website.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Web: Partially Supports	<p>Web: Most text and images of text on the Zendesk – Agent Experience website has a contrast ratio of at least 4.5:1 for normal text, or 3:1 for large text. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• There are some specific color combinations that do not provide sufficient contrast.</li> </ul>
<a href="#">1.4.4 Resize text</a> (Level AA)	Web: Partially Supports	<p>Web: The Zendesk – Agent Experience website interface content in most cases adapts up to the specific spacing requirements identified in WCAG 2.1 with no loss of content or functionality. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• The table that displays the list of tickets uses absolute sizing for the content cells.</li> </ul>
<a href="#">1.4.5 Images of Text</a> (Level AA)	Web: Supports	<p>Web: The product uses text instead of images of text, except for branding elements that are considered essential.</p>
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Web: Does Not Support	<p>Web: The Zendesk – Agent Experience 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:</p>

		<ul style="list-style-type: none"> <li>When the page's width is set to 320 CSS pixels, 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.</li> </ul>
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Web: Partially Supports	<p>Web: On the Zendesk – Agent Experience website, the visual presentation of non-text content most often has a contrast ratio of 3:1. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>There are some specific color combinations present in user interface components that do not provide sufficient contrast.</li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Web: Supports	<p>Web: The Zendesk – Agent Experience website content adapts up to the specific spacing requirements identified in WCAG 2.1 with no loss of content or functionality.</p>
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Web: Partially Supports	<p>Web: The Zendesk – Agent Experience website has instances where content or widgets on the pages are triggered by hover or focus and do not remain open as the pointer hovers over the new content as a result a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>When the ticket "O" is hovered over content displays, the content disappears when the pointer is moved from the "O" to the newly displayed content.</li> </ul>

<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Web: Supports	Web: Multiple ways exist to locate each page within the product, except where those pages are steps in a process.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Web: Supports	Headings and labels in Zendesk – Agent Experience website are descriptive and unique.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Web: Partially Supports	Web: The Zendesk – Agent Experience website provides a visible indication of keyboard focus for most actionable elements on its pages. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>• Some interactive controls, such as links and buttons, do not indicate keyboard focus visually.</li> </ul>
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Web: Supports	Web: Content on the Zendesk – Agent Experience website is only presented in one language at this time.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Web: Supports	Web: Navigation is consistent throughout the Common Application website.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Web: Supports	Web: The components on the Zendesk – Agent Experience website that have the same functionality are identified consistently.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Web: Supports	Web: Where input errors are automatically detected, suggestions for correction are provided to the user.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Web: Supports	Web: The product does not process legal commitments or financial transactions. Changes to user-controllable data are



		reversible or can be confirmed before finalizing.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Web: Supports	Web: The Zendesk – Agent Experience website content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technology without receiving focus.

*Table 3: Success Criteria, Level AAA*

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Web: Not Evaluated	
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Web: Not Evaluated	
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Web: Not Evaluated	
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Web: Not Evaluated	
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 only)	Web: Not Evaluated	
<a href="#">1.4.6 Contrast Enhanced</a> (Level AAA)	Web: Not Evaluated	
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Web: Not Evaluated	
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Web: Not Evaluated	
<a href="#">1.4.9 Images of Text (No Exception) Control</a> (Level AAA)	Web: Not Evaluated	

<a href="#"><u>2.1.3 Keyboard (No Exception)</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>2.2.3 No Timing</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>2.2.4 Interruptions</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>2.2.5 Re-authenticating</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>2.2.6 Timeouts</u></a> (Level AAA 2.1 only)	Web: Not Evaluated	
<a href="#"><u>2.3.2 Three Flashes</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>2.3.3 Animation from Interactions</u></a> (Level AAA 2.1 only)	Web: Not Evaluated	
<a href="#"><u>2.4.8 Location</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>2.4.9 Link Purpose (Link Only)</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>2.4.10 Section Headings</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>2.5.5 Target Size</u></a> (Level AAA 2.1 only)	Web: Not Evaluated	
<a href="#"><u>2.5.6 Concurrent Input Mechanisms</u></a> (Level AAA 2.1 only)	Web: Not Evaluated	
<a href="#"><u>3.1.3 Unusual Words</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>3.1.4 Abbreviations</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>3.1.5 Reading Level</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>3.1.6 Pronunciation</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>3.2.5 Change on Request</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>3.3.5 Help</u></a> (Level AAA)	Web: Not Evaluated	
<a href="#"><u>3.3.6 Error Prevention (All)</u></a> (Level AAA)	Web: Not Evaluated	

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