Zendesk Web Widget Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Web Widget for messaging

Product Description: The Web Widget offers messaging functionality to your customers through a website or help center. Messaging is a conversational platform that lets you have rich conversations with your customers that are persistent, with full context and history.

Date of Report: September 2022

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Notes: N/A

Evaluation Methods Used: Testing the Zendesk Web Widget involved a combination of manual and functional testing on the desktop platform. Level Access (Level) comprehensively tested a selection of screens representative of the Zendesk Web Widget using, among other methodology, the screen reader JAWS 2021, exclusive use of the keyboard, and manual inspection Accessibility API output (using tools such as Microsoft Inspect). Level also functionally tested typical user workflows with screen reader JAWS 2021, screen magnifier ZoomText 2021, and screen input software Dragon® NaturallySpeaking 15.

Applicable Standards/Guidelines

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

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

Terms

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

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

WCAG 2.1 Report

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Partially Supports	Web: Web Widget mostly has important non-text content with text alternatives or an accessible name. A rating of Partially Supports has been given for the following reason: ● ARIA labels are not set for error SVGs.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	Web: Web Widget does not include any "audio-only" or "video-only" content.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	Web: Web Widget does not include any "synchronized multimedia" (video with an audio track).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Web: Web Widget does not include any "synchronized multimedia" (video with an audio track).

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Web: Partially Supports	Web: Web Widget conveys some of the information, structure, and relationships by accessible methods. A rating of Partially Supports has been given for the following reasons: • Within individual articles, visual headings are not marked up in a way that is programmatically discernable for assistive technology. • When the support rep is typing, visual users are made aware of this by the use of a moving SVG with 3 small dots. This information is not conveyed to screen reader users.
1.3.2 Meaningful Sequence (Level A)	Web: Supports	Web: Web Widget has a meaningful reading sequence.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Web: Supports	Web: Web Widget does not include any information, instructions, or controls which rely on specific sensory characteristics.
1.4.1 Use of Color (Level A)	Web: Supports	Web: Web Widget uses methods other than color to convey information, indicate an action, prompt a response, or distinguish a visual element.
1.4.2 Audio Control (Level A)	Web: Supports	Web: Web Widget does not include any audio playback.
2.1.1 Keyboard (Level A)	Web: Supports	Web: Web Widget provides methods for keyboard-only users to navigate effectively and do not contain any keyboard traps.
2.1.2 No Keyboard Trap (Level A)	Web: Supports	Web: Web Widget does not have character key shortcuts.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	Web: Web Widget contains no task or content that is time sensitive or requires time adjustments.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)	Web: Supports	Web: Web Widget does not include content which moves, blinks, scrolls or auto-updates.
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	Web: Web Widget does not include content which flashes.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web: Web Widget provides methods for keyboard-only users to navigate effectively and do not contain any keyboard traps.
2.4.1 Bypass Blocks (Level A)	Web: Partially Supports	Web: Web Widget mostly provides mechanisms for skipping past repetitive content. A rating of Partially Supports has been given for the following reason: ● The launch page does not provide functionality to skip past repetitive content to reach the chat features.
2.4.2 Page Titled (Level A)	Web: Supports	Web: Web Widget's screens have meaningful page titles.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Web: Partially Supports	Web: Web Widget's focus order is generally meaningful. A rating of Partially Supports has been given for the following reason: ● After several messages fail to send and a user activates "Tap to Retry" to resend the messages, focus moves to the message regarding the agent being offline. Focus should move to the next message's "Tap to Retry" control.
2.4.4 Link Purpose (In Context) (Level A)	Web: Supports	Web: Web Widget contains links that are clear in purpose.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	Web: Web Widget does not use multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: Web Widget does not execute any functionality on the down-event of the pointer.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Web: Supports	Web: Web Widget contains user interface components with labels.
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Supports	Web: Web Widget does not have functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Web: Supports	Web: Web Widget programmatically indicates the default human language used on all screens.
3.2.1 On Focus (Level A)	Web: Supports	Web: Web Widget does not initiate a change in context as a result of any component receiving focus.
3.2.2 On Input (Level A)	Web: Supports	Web: Web Widget does not initiate a change in context on user input.
3.3.1 Error Identification (Level A)	Web: Supports	Web: Web Widget identifies errors and describes them to users.
3.3.2 Labels or Instructions (Level A)	Web: Supports	Web: Web Widget has labels and instructions for users when content requires user input.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A)	Web: Supports	Web: Web Widget generally uses markup language well.
4.1.2 Name, Role, Value (Level A)	Web: Partially Supports	Web: Except for one instance, the controls used on Web Widget generally expose the correct name, role, state, and value to assistive technology. A rating of Partially Supports has been given for the following reason: ● The message area has 2 ARIA labels: arialabelledby and aria-describedby. Only the aria-labelledby references ids present on the page.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	Web: Web Widget does not generate any live audio content.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Web: Web Widget does not generate any prerecorded video content that requires audio description.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web: Web Widget supports change in orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Supports	Web: Web Widget does not currently have form autofill features.
1.4.3 Contrast (Minimum) (Level AA)	Web: Partially Supports	Web: Web Widget generally has sufficient color contrast. A rating of Partially Supports has been given for the following reasons: ● Interactive items with green text do not meet required minimum color contrast ratio. The contrast Ratio is 3.19. ● Placeholder text in the text area input does not meet contrast requirements. The contrast ratio is: 1.7:1.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Web: Supports	Web: Web Widget supports the resizing of text.
1.4.5 Images of Text (Level AA)	Web: Supports	Web: Web Widget does not have images of text.
1.4.10 Reflow (Level AA 2.1 only)	Web: Supports	Web: Web Widget supports page reflow without loss of information or functionality.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Supports	Web: Web Widget has sufficient color contrast.
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports	Web: Web Widget content does not respond to custom text spacing overrides from users.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	Web: Web Widget has content that appears on hover or focus that is dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA)	Web: Supports	Web: Web Widget has multiple ways to get to a screen.
2.4.6 Headings and Labels (Level AA)	Web: Supports	Web: The headings and labels in Web Widget are unique and descriptive.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Web: Partially Supports	Web: Web Widget generally has visible indication of focus. A rating of Partially Supports has been given for the following reason: ● The Next and Send buttons' focus indicator has a dark green background and light green that does not meet the 3:1 requirement. The contrast ratio is: 2.0:1
3.1.2 Language of Parts (Level AA)	Web: Supports	Web: Web Widget is only presented in one language at this time.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	Web: Web Widget uses consistent navigational mechanism across screens.
3.2.4 Consistent Identification (Level AA)	Web: Supports	Web: Web Widget uses consistent identification methods.
3.3.3 Error Suggestion (Level AA)	Web: Supports	Web: Web Widget's error messages provide suggestions to users.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: Web Widget does not process legal commitments or financial transactions.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Supports	Web: Web Widget's status messages can be programmatically determined through roles or properties, such that they can be presented to the user by assistive technology without receiving focus.

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