



Chat Widgets Accessibility Conformance Report WCAG Edition

(Based on VPAT[®] Version 2.5)

Name of Product:

Chat Widget

Report Date:

09/30/2024

Product Description:

Chat Widget is a core feature across all our customer service platforms. It allows website visitors or app users to easily start a text conversation with a company's support team. The widget can be seamlessly embedded on websites, e-commerce stores, web and mobile apps, offering a unified point of contact for customers.

Contact Information:

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Notes:

This report was created by Deque Systems Inc. upon completion of an accessibility evaluation and validation performed between May 2024 and September 2024.

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Evaluation Methods Used:

A combination of automated and manual testing techniques was employed for the accessibility assessment.

- Manual assessment was performed using Chrome v.124.0 on Windows 10 and included exclusive use of the keyboard.
- Automated tools used included axe Auditor and the axe DevTools browser extension.
- Assistive technologies employed included NVDA v.2023.3.

Scope of Evaluation

The pages in the following table were evaluated as part of the assessment on which this report is based.

- Ask For Email
- Attachment - File Upload Confirmation
- Attachment - File Upload Menu
- Attachment - Option to Set Alt-text
- Attachment - Uploading State
- Chat Interactions
- Chat Message Details After Click
- Chat Without Agent
- Close The Chat
- Customized Pre-Chat Survey
- Emoji Picker
- FAQs
- Forms
- Google Reviews
- Greetings
- Home Screen
- Instagram Feed
- Maximized Widget
- Menu
- Mobile Devices Screen
- New Message Notification
- Personalization - Dark Mode
- Personalization - Light Mode

- Product Cards
- Product Recommendations
- Queue
- Rating
- Reconnection State
- Rich Messages - Carousel
- Rich Messages - Embedded Website Drawer
- Top Bar - Top Bar Collapsed, Button to Expand
- Transcript Modal
- Visitor Counter
- Minimized Widget
- Pre-Chat Form Survey
- Message Reaction Button
- Message Reaction Pop-Up
- Rich Messages - Cards with Buttons
- Rich Messages - Quick Reply
- Rich Messages - Card with Button (Single)
- Rich Messages - Embedded Website (Card with Button)
- New Message Indicator

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)

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 criteria.

WCAG 2.2 Report

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Non-text content has text alternatives or a text alternate that serves an equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Prerecorded audio-only files are not present.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Prerecorded videos are not present.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Prerecorded videos are not present, so audio description is not required.
1.3.1 Info and Relationships (Level A)	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.
1.3.2 Meaningful Sequence (Level A)	Supports	The reading and navigation order is logical and intuitive.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, visual location.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements.
1.4.2 Audio Control (Level A)	Not Applicable	The tested components do not contain audio content that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Supports	Functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard), If shortcut keys and accesskeys are present, they do not conflict with existing browser and screen reader shortcuts, and functionality based on custom gestures is available when a screen reader is turned on.
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is never locked or trapped in a particular area, and the user is able to navigate to and from all navigable elements using only a keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	If a single character key shortcut exists, then the single character key shortcut can be turned off or remapped, or it is only active when the relevant user interface component is in focus.
2.2.1 Timing Adjustable (Level A)	Supports	If a time limit exists, the user is given options to turn off, adjust, or extend that time limit.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden, or otherwise controlled by the user.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	The tested application does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	A method is provided to skip navigation and other page elements that are repeated across web pages.
2.4.2 Page Titled (Level A)	Supports	Pages have descriptive and informative titles.
2.4.3 Focus Order (Level A)	Supports	The navigation order of interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be determined from the link text alone or from the link text and its programmatic context.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	All functionality that can be operated with a pointer can be operated with single-point actions.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	For functionality that can be operated using a single pointer, at least one of the following is true: <ul style="list-style-type: none"> - The action is not triggered on the down event. - The action triggers on the up event, and a mechanism is available to abort the function before completion or to undo the function after completion. - The up-event reverses any outcome of the preceding down-event. - Completing the function on the down-event is essential.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	For each user interface component that includes a visible text label, the accessible name matches (or includes) the visible text in the label.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	Functionality that can be triggered by device motion or user motion detected by a device can be disabled, and the functionality can be operated without using motion.
3.1.1 Language of Page (Level A)	Supports	The language of each page is correct and can be determined programmatically.
3.2.1 On Focus (Level A)	Supports	When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Supports	When a user inputs information or interacts with a control, it does not result in a substantial change to the page that could disorient the user unless the user is informed about the change ahead of time.
3.2.6 Consistent Help (Level A 2.2 only)	Not Applicable	Help mechanism is not present in tested components.
3.3.1 Error Identification (Level A)	Supports	For form controls where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and describes the error.
3.3.2 Labels or Instructions (Level A)	Supports	For form controls/input fields requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	No information previously entered by or provided to the user is required to be entered again in the same process.
4.1.1 Parsing (Level A)	Supports	For the WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata . This criterion was removed from WCAG 2.2.
4.1.2 Name, Role, Value (Level A)	Supports	The name, role, state, and value of each user interface components can be programmatically determined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Live multimedia files with audio are not present, so synchronized captions are not required.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Prerecorded multimedia files are not present, so audio descriptions are not required.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	The purpose for each input field that collects an individual's personal data is programmatically defined based on the WCAG list of Input Purposes for User Interface Components.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Text and images of regular text have the required color contrast ratio with their backgrounds.
1.4.4 Resize text (Level AA)	Supports	Content is readable and functional when browser zoom is set to 200% of its initial size.
1.4.5 Images of Text (Level AA)	Supports	When content can be presented visually using only text, an image of text is not used to present that text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	The content of each page is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	The boundaries and indicators of the visual state(s) of each active user component and any graphics required

Criteria	Conformance Level	Remarks and Explanations
		to understand content have a 3:1 color contrast ratio with adjacent color(s) or their background.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The spacing between letters, words, lines of text and paragraphs can be adjusted with no loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	When additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered over, and the content persists until the user dismisses it.
2.4.5 Multiple Ways (Level AA)	Not applicable	This is not applicable because only components have been evaluated, not pages.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels for form and interactive controls are informative.
2.4.7 Focus Visible (Level AA)	Supports	It is visually apparent which page element is currently receiving keyboard focus.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	No functionality is present that uses a dragging movement for operation.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	The size of the target for pointer inputs is at least 24 by 24 CSS pixels or spacing.
3.1.2 Language of Parts (Level AA)	Supports	The language of each section of content that is different from the default language of the page is correctly identified and can be determined programmatically.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation patterns that are repeated on web pages are presented in the same relative order each time they appear and do not change order when navigating through the site.
3.2.4 Consistent Identification (Level AA)	Supports	Labels, names, and text alternatives for content that have the same functionality across multiple web pages are consistently identified.
3.3.3 Error Suggestion (Level AA)	Supports	If input errors are automatically detected, suggestions are provided in text for correcting the input in a timely and accessible manner before the data is submitted to the server.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	If the user can change or delete legal transactions, financial transactions, student exam responses, or data transactions that are unrecoverable or unintentionally modify or delete data, the changes and/or deletions are reversible, verified, or confirmed.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Authentication process does not rely on cognitive function tests.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Status messages can be programmatically determined and presented by assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Level AAA success criteria are not within the scope of this conformance evaluation.

Legal Disclaimer

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