Salesforce Accessibility Conformance Report International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.5

Name of Product/Version:	**Communications Cloud / Winter '26**
Report Date:	**November 2025**
Product Description:	Built on the world's #1 CRM platform, Communications Cloud enables B2C, B2B, and wholesale communications service providers (CSPs) to move to a catalog-driven digital BSS. With purpose-built industry functionality and all the capabilities of Sales Cloud and Service Cloud, service providers of all sizes can quickly adapt to changing customer expectations, drive faster time to value, and unify every part of the organization – from marketing to retail channels to customer care and operations.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes the functionalities / components from Communications Cloud: ● Communications Cloud for Service ● Communications Cloud for Sales ● Communications Cloud Enterprise Sales Management (ESM) ● Communications Cloud Advanced For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility
Evaluation Methods Used:	Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. The testing included a representative sample of different pages, states and content types. The following operating systems, browsers, toolsets, and screen readers are used for evaluation: Windows 11, JAWS/Chrome, NVDA/Firefox, VoiceOver/Safari (spot-checks), manual accessibility testing, and keyboard testing with visual focus.

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 2.2 Level AAA.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
    - Clause 9 - Web
    - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
    - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
    - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
    - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
    - Chapter 6 - 602.3 Electronic Support Documentation

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 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	The default images provided within the standard Communications Cloud core features have a meaningful alternative (alt) text description. Non-relevant or decorative images have null alt attributes or are inserted as background images. Non-text content controls / inputs have accessible names. However, there are a few exceptions: ● Some decorative images/icons within the Communications Cloud pages ("Troubleshoot" page, "Order Details" (Sales) page) contain redundant/duplicative alternative text. ● Some decorative images within the Communications Cloud pages ("Verify Utility Bar" panel, "Account Details" page, "Troubleshoot" page) are missing empty alt attribute. ● Some buttons/icons within the Communications Cloud pages ("Account Details" page, "Check Serviceability" page, "Order Details" page, "Enterprise Quote" page) are missing accessible name. ● The visual Orchestration Plan View Flow Diagram in the "Orchestration Plan View Detail" page does not include a full textual equivalent summarizing each milestone and the flow between them.

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Communications Cloud does not include any prerecorded audio-only or video-only as standard default functionality.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Communications Cloud does not include prerecorded audio or video as a standard default functionality. Communications Cloud does not provide the capability for captioning or defining an audio description of content provider specified video content.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Communications Cloud does not include any audio description or time-based media alternative for any of the prerecorded video content provided as part of the standard website.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Communications Cloud user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text. Headings and WAI-ARIA landmarks, identity, role, operation, and state are used to help convey the presentation to assistive technologies. However, there are a few exceptions: ● Some form controls within the Communications Cloud pages ("Verify Utility Bar" panel, "Account Details" page, "Dispute" page, "Order Details" page, "Order Details" page) have insufficiently descriptive assistive text. ● Some buttons/form controls/form elements within the Communications Cloud pages ("Account Details" page, "Check Serviceability" page, "Order Details" page) are incorrectly implemented. ● Some headings within the Communications Cloud pages ("Account Details" page, "Check Serviceability" page, "Enterprise Quote" page) are incorrectly implemented. ● The "Error: Description is required" error message is automatically generated for the "Description" required input field in the "Create a Case" step within the "Troubleshoot" page upon loading. ● The "View Bill" header and "Close" button in the "View Bill" modal within the "Dispute" page contain issues with content information being cut off in the browser's default display size.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Communications Cloud is developed in a meaningful and correct reading sequence that can be programmatically determined. As an example, inputs and labels are contained within the same division element and listed in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	All instructions for operating within Communications Cloud user interface content are provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Communications Cloud does not use color alone to distinguish the importance of a visual element. Textual representation is always used as the primary mechanism for conveying information. The WAI-ARIA role and selected state also communicate the proper information.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Communications Cloud page does not include audio or video content by default.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Communications Cloud supports standard keyboard navigation and input functions (pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections). However, there are a few exceptions: • Some form controls/elements within the Communications Cloud pages ("Order Details" page, "Enterprise Quote" page) are not keyboard-accessible. • The column sliders within the data table in the "Locations" tab of the "Enterprise Quote" page are not keyboard-operable.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Communications Cloud core features support standard keyboard navigation and ensure that keyboard users cannot be trapped in a subset of content. The keyboard focus is not locked or trapped at any page element.

Criteria	Conformance Level	Remarks and Explanations

2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)
 	
    Also applies to:
    EN 301 549 Criteria
        ● 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	Communications Cloud provides some keyboard shortcuts for the standard controls and content. The users are not allowed to turn off or reconfigure shortcuts that consist of only character keys.

2.2.1 Timing Adjustable (Level A)
 	
    Also applies to:
    EN 301 549 Criteria
        ● 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)
    Revised Section 508
        ● 501 (Web)(Software)
        ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Supports	Communications Cloud provides session time alerts and provides options to select additional time for continuing the login session.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Communications Cloud does not include moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Communications Cloud core interface does not contain any type of flashes or flashing objects.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 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	Communications Cloud core contains marked headings and WAI-ARIA landmarks to help users rapidly navigate to the desired content.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Communications Cloud contains meaningful and relevant page titles that indicate the topic or purpose of each page. However, there are a few exceptions: ● Some pages within the Communications Cloud ("Stay Updated" modal within "Check Serviceability" page, "Orchestration Plan View" iframe within "Orchestration Plan Details" page) have insufficiently descriptive title. ● The "Create Orders from Quote" modal is missing a title.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Communications Cloud user interface and controls are navigated sequentially by tabbing through various inputs and labels. The user controls receive keyboard focus in the same tab order in which they are presented visually. Communications Cloud uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page. However, there are a few exceptions: ● The keyboard focus order is not correctly provided in some Communications Cloud pages ("Edit Customer Details" page, "Check Serviceability" page, "Dispute" page, "Troubleshoot" page, "Order Details" page, "Enterprise Quote" page, "Create Orders from Quote" modal, "Order Details" page).

Criteria	Conformance Level	Remarks and Explanations

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
EN 301 549 Criteria
   ● 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)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Supports	Link elements within Communications Cloud provide a purpose both through the link text itself and the title attribute, even when reading out of context.

2.5.1 Pointer Gestures (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   ● 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)
Revised Section 508 – Does not apply
	Supports	Communications Cloud can be operated with a single pointer, without multipoint or path-based gestures for an operation.

Criteria	Conformance Level	Remarks and Explanations

2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
  • 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)
Revised Section 508 – Does not apply
	Supports	Communications Cloud does not have any functionality that can be operated or executed using a single pointer cancellation.

2.5.3 Label in Name (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
  • 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)
Revised Section 508 – Does not apply
	Partially Supports	Communications Cloud user interface has labels that include text or images of text that are visually presented with the name of the text.
		
		However, there is an exception:
		
		• The accessible name for the "View Original Order" button in the "Orchestration Plan Detail" page does not contain its visible label text.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Not Applicable	Communications Cloud does not contain functionality that can only be operated via device or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The default language of the page is specified or set on the HTML tag for the Communications Cloud page.

Criteria	Conformance Level	Remarks and Explanations

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
   ● 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)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Supports	There is no context change within the Communications Cloud user interface when a component receives focus.

3.2.2 On Input (Level A)
Also applies to:
EN 301 549 Criteria
   ● 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
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Supports	Changing the setting of core components and features in the Communications Cloud user interface does not initiate any change of context.

Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	All human contact / automated help mechanisms within Communications Cloud are located consistently in the same order & location relative to the other page content as it does throughout the site.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Users are visually notified when an input error is detected within the Communications Cloud data entry forms if a required field has not been completed. Proper error information is provided for the visual users in the form of visual text on the field level input elements, to enable the users to identify which fields were omitted and must be completed.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Electronic form controls, including input fields and buttons in the Communications Cloud core features, can be operated, and accessed by using assistive technology. The form label elements within the Communications Cloud core features are properly associated and placed in line with the form fields. However, there are a few exceptions: • The "*Sample Account Name" and "*Sample Birthdate" groupings within the "Required Verification Information" section in the "Verify Utility Bar" panel are not identified or announced as required by screen readers as visually shown by the asterisk's indicator within the label text. • Some radio button groupings within the Communications Cloud pages ("Dispute" page, "New Quote" page) are missing semantic grouping. • The legend element for the "Status", "Product Family", and "Type" checkbox elements groupings within the "Troubleshoot" page is missing a legend text.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Communications Cloud user interface provides users with non-manual options to input previous entry.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (O` 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For 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.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	The name, role, and value used in Communications Cloud user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs. However, there are a few exceptions: ● The currently selected state of some form controls within the Communications Cloud pages ("Dispute" page, "Troubleshoot" page) is not announced. ● Some form controls within the Communications Cloud pages ("Order Details" page, "Enterprise Quote" page) are missing accessible name. ● The dynamic content change, resulting from user input, in the "Troubleshoot Service" step (Diagnostic Tools Flexcard) within the "Troubleshoot" page is not detected and is not announced by AT. ● Various links in the different swim lanes within the "Orchestration Plan Details" page are not announced as links, despite being visually presented and behaving like hyperlinks.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Communications Cloud does not include any live audio and video content.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria ● 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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Communications Cloud does not contain any audio description (prerecorded).
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 – Does not apply	Supports	Communications Cloud does not restrict view and operation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Supports	Communications Cloud enables the input of information about the user that can be programmed. A visible label with appropriate instructions is provided to guide the user through the input fields on the form.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The default and standard features within the Communications Cloud screens provide sufficient color contrast between foreground and background text colors to enhance clarity, making it more legible for individuals with moderately low vision in user interface and controls. However, there is an exception: • The color contrast failed the minimum contrast ratio requirement for some texts within the Communications Cloud pages ("Order Details" page).

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The text and images within the Communications Cloud user interface can be resized with the browser or the mobile device zoom and scaling feature. However, there are a few exceptions: • Zoomed to 200% at the 1280x1024 display resolution, some sections within the Communications Cloud pages ("Account Details" page, "Check Serviceability" page, "Dispute" page, "Troubleshoot" page, "Order Details" (Sales) page, "Orchestration Plan Details" page, "Enterprise Quote" page) contain issues with content information being cut off/overlapped.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Communications Cloud user interface does not contain images in lieu of text. All text content within is included as pure text.

Criteria	Conformance Level	Remarks and Explanations

1.4.10 Reflow (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   ● 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)
Revised Section 508 – Does not apply
	Partially Supports	Communications Cloud components are not designed to be viewed on smaller screen sizes.
		
		However, there are a few exceptions:
		
		● Zoomed to 400% at the 1280x1024 display resolution, the information/functionality within some Communications Cloud pages ("Account Details" page, "Troubleshoot" page, "Order Details" page, "Order Details" page) is lost and requires two-dimensional scrolling.

1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   ● 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)
Revised Section 508 – Does not apply
	Partially Supports	Communications Cloud components and user controls support and are distinguishable by individuals with moderately low vision, with an accepted contrast ratio.
		
		However, there is an exception:
		
		● The visual presentation for the "Close (X)" button within the "Review warnings" popover dialog in the "Configuration Cart" page does not meet the contrast ratio of at least 3:1 against adjacent color(s).

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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	Communications Cloud core user interface is implemented with proper use of CSS markup language that supports the different text style properties and ensures no loss of content or functionality when there is any change in settings or style properties such as line height and spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Supports	Communications Cloud user interface works in coordination with keyboard focus or pointer hover.

Criteria	Conformance Level	Remarks and Explanations

2.4.5 Multiple Ways (Level AA)
Also applies to:
EN 301 549 Criteria
  ● 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)
Revised Section 508
  ● 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	Communications Cloud user interface and interaction are straightforward. It contains a landing home page and contextual top navigation, from which the user can launch or navigate to different sections or pages, as desired.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Communications Cloud contains descriptive headings and text labels to inform assistive technology users of their location and current activity.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The focus indicator within the Communications Cloud user interface and controls are always visible and contrast well with the surrounding content and background. However, there are a few exceptions: • The keyboard focus indicator is not visible on some elements within some Communications Cloud pages ("Orchestration Plan Details" page, "Enterprise Quote" 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	All Communications Cloud interactive elements are at least partially visible / not fully obscured by overlapping content at the time of receiving keyboard focus in their initial position.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Pointer dragging actions within Communications Cloud can be achieved with a single pointer without dragging movement, for example, with point-and-click mechanism or input actionable menus.
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	All Communications Cloud pointer / touch Interactive elements have sufficient size and spacing.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The human language information in the Communications Cloud user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 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	Communications Cloud provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies.

Criteria	Conformance Level	Remarks and Explanations

3.2.4 Consistent Identification (Level AA)
Also applies to:
EN 301 549 Criteria
  ● 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)
Revised Section 508
  ● 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	Components and user interface controls are identified consistently for the same functionality across all Communications Cloud pages.

Criteria	Conformance Level	Remarks and Explanations

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
  • 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)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Partially Supports	Whenever an error is automatically detected within Communications Cloud data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form.
		
		However, there are a few exceptions:
		
		• The server-side error validation in the 3rd screen within the "Verify Utility Bar" panel fails to preserve valid user input.
		• The "Step mismatch error" error message in the "Usage" subtab of "Billing & Usage" tab within the "Account Details" page is imprecise and does not provide users with correct data entry suggestion to resolve the input error.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria
  • 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)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Supports	Data entered by users within Communications Cloud functionalities are checked using validation methods to help users confirm and correct data submissions. Communications Cloud does not contain forms that cause legal commitments or financial transactions.

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
	Not Applicable	Communications Cloud has an accessible authentication process implemented either as an alternative to cognitive function test or as a primary method of authentication.

4.1.3 Status Messages (Level AA 2.1 and 2.2)
    Also applies to:
    EN 301 549 Criteria
       • 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	Communications Cloud provides status messages that can be programmatically determined using roles or properties which can be presented to the user of assistive technology without receiving any focus.
		
		However, there are a few exceptions:
		
		• Some error messages displayed visually within the Communications Cloud pages ("Verify Utility Bar" panel, "Enterprise Quote" page) are not announced by screen readers.
		• The "Looks like there aren't any matching results." status message visually displayed on the "Order Details" page and the dynamic content update based on the search results are not announced by screen readers.

Table 3: Success Criteria, Level AAA

Notes: Communications Cloud has not been evaluated for WCAG 2.2 Level AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Communications Cloud uses standard platform attributes to describe the identity, operation, and state of user interface elements to assistive technologies. The core features and controls in Communications Cloud are reachable using the keyboard alone and announced by assistive technology. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.2 With Limited Vision	Partially Supports	Communications Cloud supports standard browser magnification and contrast adjustments. Communications Cloud is compatible with assistive technologies and supports the use of screen readers for the visually impaired. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.3 Without Perception of Color	Supports	Communications Cloud does not use color as the only means of conveying information. Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information.
302.4 Without Hearing	Not Applicable	Communications Cloud does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	Not Applicable	Communications Cloud does not include audio-only features that require hearing to be used.
302.6 Without Speech	Supports	Communications Cloud does not require speech to operate or retrieve information. Support services related to Communications Cloud can be found on the Salesforce.com website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at http://help.salesforce.com

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	Communications Cloud supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Communications Cloud user interface does not require fine motor skills controls or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	Communications Cloud does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Communications Cloud can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt).
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Communications Cloud does not function in a way that is prohibitive to users with cognitive or learning impairment. Salesforce provides information on Communications Cloud accessibility features in the documentation. End-users with disabilities can open support request directly at http://help.salesforce.com However, there are some exceptions. Refer to the WCAG 2.x section for details.

Chapter 4: Hardware

Notes: This product is a web application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: This product is a web application and is not subject to the requirements of this section.

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		Salesforce provides electronic versions of all product support documentation related to this product. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com

Criteria	Conformance Level	Remarks and Explanations
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		End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		Salesforce provides electronic versions of all product support documentation related to this product's accessibility. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
603.3 Accommodation of Communication Needs		Support services related to this product can be found at the Salesforce.com help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support requests directly at http://help.salesforce.com

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Communications Cloud uses standard platform attributes to describe the identity, operation, and state of user interface elements to assistive technologies. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.2 Usage with limited vision	Partially Supports	Communications Cloud supports standard browser magnification and contrast adjustments and enables users to magnify the font size of the textual content available on the user screen. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.3 Usage without perception of color	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information.
4.2.4 Usage without hearing	Not Applicable	Communications Cloud does not include audio-only features that require hearing to be used.
4.2.5 Usage with limited hearing	Not Applicable	Communications Cloud does not include audio-only features that require hearing to be used.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Communications Cloud does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Communications Cloud supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Not Applicable	Communications Cloud is not installed or requires any physical reach.
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Communications Cloud does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Communications Cloud uses a logical focus order and provides capabilities for specifying error text for user interface components. However, there are some exceptions. Refer to the WCAG 2.x section for details.

Criteria	Conformance Level	Remarks and Explanations
4.2.11 Privacy	Supports	Communications Cloud does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements.

Chapter 5: Generic Requirements

Notes: This product supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Chapter 6: ICT with Two-Way Voice Communication

Notes: This product does not offer two-way voice communication and is therefore not subject to the requirements of this section

Chapter 7: ICT with Video Capabilities

Notes: This product does not offer video captioning and audio description and is therefore not subject to the requirements of this section.

Chapter 8: Hardware

Notes: Not Applicable

Chapter 9: Web (see WCAG 2.x section)

Notes: Not Applicable

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	Supports	See information in WCAG 2.x (602.2) section
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	See information in WCAG 2.x (603.2) section
12.2.3 Effective communication	Not Applicable	
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