Salesforce Accessibility Conformance Report International Edition

VPAT° (Voluntary Product Accessibility Template°) version 2.4

Name of Product/Version:	**CRM Analytics / Spring '24**
Report Date:	**April 2024**
Product Description:	CRM Analytics (CRMA) provides a complete platform for discovering and sharing insights via data-driven applications. CRMA Explorer allows business users to quickly summarize, drill-in, and interact with their data to uncover insights and share them as charts or tables. CRMA Designer enables those users to assemble charts, tables, KPI, and other controls to create rich, interactive, dynamic, and personalizable dashboards which can be viewed on any device. CRMA Home provides customers with a personalized and customizable home experience where users can find, access, and manage all their CRMA analytical content. The CRM Analytics mobile apps enables customers to access their data and insights on the go on all platforms.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes the following functionalities / components: Analytics Studio, Analytics TAB in CRM, Accessing Embedded Dashboards, Create Dashboards and Lenses in Studio, Creating CSV Datasets from Studio, Engagement, Analytics SETUP Settings, Data Prep, Connectors and Monitoring Page, Manage Dataflows, Einstein Discovery Stories (Model), Einstein Discovery Model Deploy Flow, Model Manager. 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. Testing included a representative sample of different pages, states, and content types. The following operating system, browsers, toolsets, and screen readers are used for evaluation: Windows 11, JAWS/Chrome, NVDA/Firefox, VoiceOver/Chrome (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
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 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and 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 2.0 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 CRM Analytics core features have a meaningful alternative (alt) text description. Non-relevant or decorative images have null alt attributes or are inserted as background image. However, there are a few exceptions: • Some interactive elements across "CRM Analytics" pages (Notifications Tab, Dashboard Page, and Dataflows & Recipes Page) does not have an assistive text. • Some interactive elements across "CRM Analytics" pages (Add to Collection Modal, Manage Collections, Dashboard Designer Page, Select a data source Modal, Query Modal, New Dataset Modal, Edit Field Attributes, Notifications Tab, Dashboard Page, Jobs Monitor Page, Job Run Details Page, New Lens Page, Set Up Your Connection Modal, Dataflows & Recipes Page, sfdcDigest Modal, Model Settings Page, Model Manager Page, and Model Page) does not have an accessible name. • The decorative images in the "Share" and "Set Up Your Connection" modal dialog windows within "CRM Analytics" pages are missing an empty alt attribute.

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	CRM Analytics does not include any prerecorded audio-only or video-only as a 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	CRM Analytics does not include prerecorded audio or video as a standard default functionality. CRM Analytics 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	CRM Analytics 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	CRM Analytics 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: • Several required form controls across "CRM Analytics" pages (New Collection Modal, Set Up Your Connection Modal, Data Prep Settings Page, Output Page, and Model Details Modal) generate "Invalid entry" error message on keyboard focus. • The "Actions" table header in some data tables across "CRM Analytics" pages (Home Page of Analytics Tab, Connections Page, Model Manager Page, Model Page) does not have visible text. • Some of the form controls across "CRM Analytics" pages (Watchlist Tab, Notifications Tab, Jobs Monitor Page, Add Input Data Modal, Data to Join Page, Dataflows & Recipes Page, and Model Details Modal) have insufficiently descriptive assistive text. • The "Query has changed" tooltip trigger text is not announced by NVDA screen reader in the "Watchlist" tab. • The "Forecast Category" and "Oppty Stage" buttons in the embedded dashboard section of the Account record page are visually presented as buttons but coded as links. • The table gridcells in the "Columns" tab within the "Data to Join" page are visually presented as non-actionable gridcells but coded as buttons. • The "opportunity" link in the "General Settings" section within the "Model Settings" page is visually presented as a link but coded as a button.

Criteria	Conformance Level	Remarks and Explanations
Cont. - 1.3.1 Info and Relationships (Level A)	Partially Supports	• The heading levels in "Collections" tab and "Add Input Data" modal dialog window are not structured logically as its div element contains nested div elements. • The "Trended Reports" section information in the "Analytics SETUP Settings" page and the "App" dropdown list items in the "Save Dashboard" modal dialog window are announced in table format. • The "Add to Watchlist" text in the "Copy of Pipeline Progression" dashboard page is presented as a visual heading but is not a programmatically determinable heading. • Table columns in the "Manage Collections" modal dialog window are visually displayed as column headers but are not announced as column headers by the screen reader. • The tooltip button in the "Columns" tab within the "Data to Join" page is nested within the h3 element resulting in screen readers conveying the heading level information immediately after the tooltip information.
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	CRM Analytics 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.

Criteria	Conformance Level	Remarks and Explanations
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 CRM Analytics user interface content are provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.
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)	Partially Supports	CRM Analytics 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. However, there are a few exceptions: • The "Help" link in the "Data Prep Settings" page is conveyed exclusively by color only by applying "Blue" text color. • The selected "Version History" button in the Action button container within the "Recipe Builder" page is conveyed exclusively by color only by applying "Blue" background color and is not identified by screen readers as "Version History button selected / checked".

Criteria	Conformance Level	Remarks and Explanations
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	CRM Analytics pages do 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	CRM Analytics 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: • Various interactive elements across "CRM Analytics" pages (Watchlist Tab, Dashboard Designer (Builder) Page, Select a data source Modal, Query Modal, Advanced Interaction Editor [table_1] Modal, Edit Field Attributes Modal, Copy of Pipeline Progression Dashboard Page, Analytics SETUP Settings Page, Transform Page, Data Manager Page, Dataflows & Recipes Page, Create A Dataflow Modal, Dataflow Builder Page, sfdcDigest Modal, Model Details Modal, and Upload File Modal) are not keyboard-accessible. • The "New Ways to Search!" essential information within the "Search or ask your data a question…" dropdown list box in the "Home" tab of the "Analytics CRM" is not keyboard-accessible with screen readers turned on. • The "New Notification" Charts in the "Notifications" tab is not keyboard-accessible with screen readers turned off. • Various information, form controls across "CRM Analytics" pages (Home Tab of Analytics Tab and Dashboard Designer Page) are not accessible with keyboard navigation. • The modal template list items in the "New dataset" modal dialog window are not keyboard-accessible with the Tab key.

Criteria	Conformance Level	Remarks and Explanations
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)	Partially Supports	CRM Analytics uses standard linear swiping and ensures that assistive technology users cannot be trapped in a subset of content. However, there is an exception: • The keyboard focus remains trapped in the "json editor" text area of the "Widget" and "Query" tabs within the "Advanced Interaction Editor [table_2]" Modal.
2.1.4 Character Key Shortcuts (Level A 2.1 only) 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	Not Applicable	CRM Analytics does not provide shortcuts for the standard controls and content. The users are not allowed to turn off or reconfigure shortcuts that are made of only character keys within the device.

Criteria	Conformance Level	Remarks and Explanations
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)	Not Applicable	CRM Analytics does not provide session time alerts to select an additional time for continuing the login session.
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	CRM Analytics does not include moving, blinking, scrolling, or auto-updating information.

Criteria	Conformance Level	Remarks and Explanations
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	CRM Analytics core interface does not contain any type of flashes or flashing objects.
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	CRM Analytics screens contain marked headings and other navigation landmarks to help users rapidly navigate to desired content within the app when the Voiceover and Talkback features are being used.

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	CRM Analytics contains meaningful and relevant page titles that indicate the topic or purpose of each page. However, there are a few exceptions: Various modal dialog windows across "CRM Analytics" pages (Select a data source Modal, Enter Page Name Modal, Share Modal, Create A Dataflow Modal, and sfdcDigest Modal) are missing a title.

Criteria	Conformance Level	Remarks and Explanations
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	CRM Analytics user interface and controls are navigated sequentially by linear swiping through the various inputs and labels. The controls receive swiping focus in the same tab order in which they are presented visually. However, there are a few exceptions: • The keyboard focus order is not correctly provided across "CRM Analytics" pages (Home Tab, Browse Tab, Add item to your Collection Modal, Add to Collection Modal, Home Page of Analytics Tab, Account Record Page, Dashboard Designer Page, Select a data source Modal, Query Modal, Enter Page Name Modal, Advanced Interaction Editor [table_1] Modal, Save Dashboard Modal, New Dataset Modals, Edit Field Attributes Modal, Notifications Tab, Copy of Pipeline Progression Dashboard Page, SETUP Getting Started Page, New Lens Page, Recipe Builder Page, Transform Page, Select Connector Modal, Set Up Your Connection Modal, Edit objects for sfdc_LOCAL Modal, Connection Mode for Contact Modal, Create A Dataflow Modal, sfdcDigest Modal, Create Model Modal, Model Details Modal, Model Manager Page, and Upload File Modal).

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)	Partially Supports	Link elements within CRM Analytics provide a purpose both through the link text itself and the title attribute, even when reading out of context. However, there are a few exceptions: • Various links used across "CRM Analytics" pages (Manage Collections Modal, SETUP Getting Started Page, and Data Prep Settings Page) have a generic text that does not identify the link purpose.
2.5.1 Pointer Gestures (Level A 2.1 only) 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	CRM Analytics 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 only) 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	CRM Analytics 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 only) 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	Supports	CRM Analytics user interface has labels that include text or images of text that are visually presented with the name of the text.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only) 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	CRM Analytics 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 most of the pages in the CRM Analytics pages.

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 CRM Analytics 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 CRM Analytics user interface does not initiate any change of context.

Criteria	Conformance Level	Remarks and Explanations
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)	Partially Supports	Users are visually notified when an input error is detected within the CRM Analytics 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. However, there are a few exceptions: • The error messages displayed for various required input elements across "CRM Analytics" pages (Analytics Settings Setup Page, Date Prep Settings Page, Save Recipe Modal, Set Up Your Connection Modal, Create A Dataflow Modal, sfdcDigest Modal, Model Details Modal, and Upload File Modal) are not detected and are not announced by screen readers whenever the message is created.

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	The electronic form controls, including input fields and buttons in the CRM Analytics core features, can be operated, and accessed by using assistive technology. The form label elements within the CRM Analytics core features are properly associated and placed in line with the form fields. However, there are a few exceptions: • Various input elements across "CRM Analytics" pages (Select a data source Modal, Dashboard Designer Page, Query Modal, Advanced Interaction Editor [table_1] Modal, New Dashboard Modal, Edit Field Attributes Modal, Dashboard Page, Dataflows & Recipes Page, Create A Dataflow Modal, Dataflow Builder Page, sfdcDigest Modal, Create Model Modal, and Prediction Examination Tab) are missing label association. • The "Frequency" radio button grouping is missing semantic grouping – Fieldset / Legend in the "Set Notification" panel within the "Dashboard" page. • The "Metric Name" input field in the "Add to watchlist" right panel within the "Copy of Pipeline Progression" dashboard page is not identified or announced hint instruction text by the screen reader to assist the user in correctly entering data. • The required input elements in the "Analytics SETUP Settings" page are not identified or not announced as required by screen readers as visually shown by the Required legend section in the header. • The required form controls across "CRM Analytics" pages (Create A Dataflow Modal, sfdcDigest Modal, and Model Details Modal) are missing both a programmatic indicator and an asterisk (*) symbol to visually indicate that the said form control is required.

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 (Open Functionality 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	CRM Analytics provides semantically correct markup for all interface elements. All the interactive elements are properly nested, and markups used are programmatically generated to prevent parsing errors.

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 CRM Analytics user interface elements are available to assistive technologies to describe the identity, operation, and state. However, there are a few exceptions: • The various interactive and non-interactive elements such as tables, buttons, dropdown menu items, progress list available across "CRM Analytics" pages (Home Tab, Browse Tab, Add items to your Collection Modal, Add to Collection Modal, Account Record Page, Dashboard Page, Notifications Tab, Jobs Monitor Page, Add Input Data Modal, Data to Join Page, Connections Page, Edit objects for SFDC_LOCAL Modal, Create Model Modal, Model Settings Page, Model Page, Select Actionable Variables Modal, Map Model Variables Modal, Connect to an Object Modal, and Model Manager Page) have no accessible names. • The dynamic content change, resulting from user input across "CRM Analytics" pages (Browse Tab, Data Prep Settings Page, and Model Details Modal) are not detected and are not announced by AT. • The currently selected "Join Type" button in the "Data to Join" page is not announced as selected by the screen reader which are depicted visually by the blue color. • Various table column headers' sorting state change within the "Browse" tab are not identified and are not announced by screen readers.

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	CRM Analytics does not include any live audio and video content.
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	CRM Analytics does not contain any audio description (prerecorded).

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) 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	CRM Analytics does not restrict view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) 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	CRM Analytics 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.

Criteria	Conformance Level	Remarks and Explanations
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 CRM Analytics 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 are a few exceptions: • The color contrast failed the minimum contrast ratio requirement for various texts across "CRM Analytics" pages (Account Record Page, Dashboard Designer Page, Select a data source Modal, New Dashboard Preview Page, Edit Field Attributes Modal, Notifications Tab, Copy of Pipeline Progression Dashboard Page, Analytics SETUP Settings Page, Dataflows & Recipes Page, Create A Dataflow Modal, Dataflow Builder Page, and sfdcDigest Modal).
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 CRM Analytics 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, various "CRM Analytics" pages contain issues with content information being cut off.

Criteria	Conformance Level	Remarks and Explanations
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	CRM Analytics user interface does not contain images in lieu of text. All text content within is included as pure text.
1.4.10 Reflow (Level AA 2.1 only) 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	Supports	CRM Analytics supports reflow when changing the orientation of the device.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) 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	CRM Analytics components and user controls mostly support and are distinguishable by individuals with moderately low vision, with an accepted contrast ratio. However, there are a few exceptions: • The visual presentation of various icons / nodes / indicators / dropdowns across "CRM Analytics" pages (Dashboard Designed Page, Query Modal, New Dataset Modal, Dashboard Page, New Lens Page, and Recipe Builder Page) does not meet the contrast ratio of at least 3:1 against adjacent color(s).
1.4.12 Text Spacing (Level AA 2.1 only) 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	CRM Analytics screens support the different text style properties and ensure no loss of content or functionality when there is any change in settings or style properties such as line height and spacing.

Criteria	Conformance Level	Remarks and Explanations

1.4.13 Content on Hover or Focus (Level AA 2.1 only)
    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
	Partially Supports	CRM Analytics user interface works in coordination with keyboard focus or pointer hover.
		
		However, there are a few exceptions:
		
		• The tooltip information across "CRM Analytics" pages (Query Modal, Advanced Interaction Editor Modal, Data Prep Settings Page, Recipe Builder Page, Create Model Modal, Model Settings Page, Model Page, and Model Details Modal) does not allow the mouse pointer to be moved over the tooltip content without the additional content disappearing.
		• The "Enable table equivalent for screen reader users" button content in the "Notifications" tab and "Watchlist" tab are not dismissible with keyboard interaction and does obscure the original content.

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	CRM Analytics 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.
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	CRM Analytics contains descriptive headings and text labels to inform assistive technology users of their location and current activity.

Criteria	Conformance Level	Remarks and Explanations
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 CRM Analytics user interface and controls are always visible and contrast well with the surrounding content and background. However, there are a few exceptions: • The keyboard visual focus cue indicator on various form controls is not visible / not fully visible across "CRM Analytics" pages (Browse Tab, Collections Tab, Query Modal, Advanced Interaction Editor [table_2] Modal, Share Modal, Dashboard Page, Jobs Monitor Page, New Lens Page, Recipe Builder Page, Date to Join Page, Create A Dataflow Modal, Dataflow Builder Page, sfdcDigest Modal, and Model Page).
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 CRM Analytics 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	Partially Supports	CRM Analytics provides consistent and repeatable top and bottom menu navigation mechanisms across all pages to help users with assistive technologies. However, there is an exception: • The inverse "X" button in the "Connection Mode for Contact" modal dialog window is being read as "Cancel and Close" instead of the standard "Close" button.

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 CRM Analytics pages.
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)	Supports	Whenever an error is automatically detected within CRM Analytics data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form.

Criteria	Conformance Level	Remarks and Explanations
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 CRM Analytics functionalities are checked using validation methods to help users confirm and correct data submissions. CRM Analytics does not contain forms that cause legal commitments or financial transactions.
4.1.3 Status Messages (Level AA 2.1 only) 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	CRM Analytics 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: • Various status messages across "CRM Analytics" pages (Browse Tab, Notifications Tab, Share Modal, Save Dashboard Modal, Dashboard Page, Data to Join Page, Model Settings Page, Review Deployment Settings Modal, and Upload File Modal) are displayed visually but are not announced by screen readers.

Table 3: Success Criteria, Level AAA

Notes: CRM Analytics has not been evaluated for WCAG 2.1 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	CRM Analytics uses standard HTML and WAI-ARIA 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.
302.2 With Limited Vision	Partially Supports	CRM Analytics supports standard device in-built magnification and contrast adjustments. CRM Analytics 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	Partially Supports	CRM Analytics 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. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.4 Without Hearing	Not Applicable	CRM Analytics does not include audio-only features that require a hearing to be used.
302.5 With Limited Hearing	Not Applicable	CRM Analytics does not include audio-only features that require a hearing to be used.
302.6 Without Speech	Supports	CRM Analytics does not require speech to operate or retrieve information. Support services related to CRM Analytics 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
302.7 With Limited Manipulation	Supports	CRM Analytics supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the CRM Analytics user interface does not require fine motor skills controls or simultaneous actions.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Partially Supports	CRM Analytics does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within CRM Analytics can be executed either by touch events such as tap, double-tap, or linear swiping (Left-to-right or vice versa). However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	CRM Analytics does not function in a way that is prohibitive to users with cognitive or learning impairment. Salesforce provides information on CRM Analytics 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.

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
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

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	CRM Analytics 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	CRM Analytics supports device in-built 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	Partially 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. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.4 Usage without hearing	Not Applicable	CRM Analytics does not include audio-only features that require a hearing to be used.
4.2.5 Usage with limited hearing	Not Applicable	CRM Analytics does not include audio-only features that require a hearing to be used.
4.2.6 Usage with no or limited vocal capability	Not Applicable	CRM Analytics does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	CRM Analytics supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Not Applicable	CRM Analytics is not installed or requires any physical reach.

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	CRM Analytics does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	CRM Analytics 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.
4.2.11 Privacy	Supports	CRM Analytics 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