Salesforce Accessibility Conformance Report International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.5Rev

Name of Product/Version:	**Marketing Cloud – Agentforce / Summer '25**
Report Date:	**November 2025**
Product Description:	Marketing Cloud Growth brings the power of the Salesforce platform to your team's marketing efforts. You can integrate multiple data sources with Data Cloud, build content with Digital Experiences, power complex customer journeys with Flow Builder, and optimize with Einstein along the way. The content editing experience in Marketing Cloud Growth uses a single design framework so that building marketing content is familiar no matter what you're creating. The layout and functionality are the same, but after you choose the content type, a curated selection of components appears for you to choose from.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes web-based functionalities / components based on: ● Create a new campaign brief and campaign with the Agentforce Panel ● Create email content with the Agentforce Panel ● Summarize a campaign with the Agentforce Panel 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 following the WCAG-EM and 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.

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 2.1 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)	Supports	Content was tested for this criterion, but no issues were raised.

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	No audio-only or video-only content available when tested.
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	No synchronized media content available when tested.

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	No synchronized media content available when tested.
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	Most flows in Marketing Agentforce contain semantic markup such as headings, table markup, and WAI-ARIA landmarks to help convey the presentation to assistive technologies with one exception: ● Some form fields in the Email editing panel are not programmatically associated with their visible labels.

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	Content was tested for this criterion, but no issues were raised.
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	Content was tested for this criterion, but no issues were raised.

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	Most Marketing Agentforce flows do not use color alone to distinguish the importance of a visual element. Textual representation is used as the primary mechanism for conveying information. However, in one instance, when summarizing a campaign using Agentforce, one form field with an error is indicated using color alone.

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	No audio content available when tested.

| 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 | Most Marketing Agentforce flows support standard keyboard navigation and input functions (pressing [Tab] to move between input fields and interactive elements and pressing [Space] and/or [Enter] to interact with links and buttons). However, there are exceptions:

  ● When creating an email using Agentforce, the F6 controller keyboard shortcuts for navigating between panels are not consistently accessible by keyboard. |
| 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 | Content was tested for this criterion, but no issues were raised. |

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	Not Applicable	No character key shortcuts available when tested.
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	No time limits set by the content when tested.

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	No moving, blinking, scrolling, or auto-updating content available when tested.

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)
	Supports	Content was tested for this criterion, but no issues were raised.

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	Not Applicable	No repeatable blocks of content across multiple pages present when tested.
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)	Supports	Content was tested for this criterion, but no issues were raised.

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)	Supports	Content was tested for this criterion, but no issues were raised.
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	Content was tested for this criterion, but no issues were raised.

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	Not Applicable	No multipoint or path-based gestures on content when tested.
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	Content was tested for this criterion, but no issues were raised.
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	Supports	Content was tested for this criterion, but no issues were raised.

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	No functionality operated by device or user motion available when tested.

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	Content was tested for this criterion, but no issues were raised.

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	Content was tested for this criterion, but no issues were raised.

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	Content was tested for this criterion, but no issues were raised.

3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	No help mechanisms or related functionality present when tested.

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	In most Marketing Agentforce flows, users are visually notified when an input error is detected, such as when a required field has not been completed. Proper error information is provided in the form of visual text on the field level input elements to enable users to identify which fields were omitted and must be completed. However, in one instance, when summarizing a campaign using Agentforce, a form field error is indicated using color alone and without an error message in text.

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)
	Supports	Content was tested for this criterion, but no issues were raised.

3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	No multi-step processes requiring users to enter repeated information were present during testing.

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.

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	In most Marketing Agentforce flows, the name, role, and value of user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. However, there are exceptions:
		   • When using the Email builder, email editing panel, and Agentforce panel, screen reader users do not receive enough context about the purpose of each region or panel.
		   • In one instance, controls for a feedback dialog are announced as being in an expanded state, even though they do not have such a state.
		   • The "Close" button lacks an accessible name in one instance.

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	No synchronized media content available when tested.
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	No synchronized media content available when tested.

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
	Partially Supports	In most Marketing Agentforce flows, content and operation are not restricted to a single display orientation. However, there are exceptions. In portrait mode, the visual display of content in some instances does not adjust to the new portrait orientation. This can be observed when creating email content using Agentforce.

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
	Not Applicable	No form fields that collected information about the user were available when tested.

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)	Supports	Content was tested for this criterion, but no issues were raised.
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	In most Marketing Agentforce flows, the text and content within the user interface can be resized with the browser or the mobile device zoom and scaling feature. However, there are exceptions. In some cases, text content and functionality are lost when text is resized. Users cannot review or edit draft prompts when creating a new campaign, and content in feedback dialogs gets cut off during text resizing.

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)
	Not Applicable	No images of text were available during testing.

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
	Does Not Support	Throughout the Marketing Agentforce flows, content is not displayed without losing information or functionality. For example, users are unable to interact with the Agent, and primary content gets cut off or truncated in smaller viewports.

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	In most Marketing Agentforce flows, non-text contents meet or exceed the contrast requirement of 3:1. However, there are exceptions. In some instances, non-text content does not meet the minimum 3:1 contrast requirement. The visual focus indicators for buttons such as "Cancel and Close", "More Information", "Try Again", and "Submit" in the Agentforce panel do not meet 3:1 contrast, making it difficult for users to perceive.
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	Content was tested for this criterion, but no issues were raised.
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	Partially Supports	In most Marketing Agentforce flows, the user interface works in coordination with keyboard focus or pointer hover. However, there are exceptions. In some instances, "Help" tooltips in feedback dialogs cannot be dismissed when activated by mouse hover. While these tooltips can be closed by pressing the ESC key if activated via keyboard, there is no way to dismiss them when triggered by mouse hover.

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
	Not Applicable	As this content is a process within a multi-step modal, multiple ways for navigation were not present during testing.

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	Content was tested for this criterion, but no issues were raised.

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	In most Marketing Agentforce flows, user interface and controls are visible and contrast well with the surrounding content and background. However, there is one instance where the "Close" and "Copy" buttons in the Agentforce chat panel lack a visible focus indicator.

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	Content was tested for this criterion, but no issues were raised.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Functionality that requires dragging movements was not present during testing.
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	Content was tested for this criterion, but no issues were raised.

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)	Not Applicable	Language of sections of content that are different from the screen's default language were not present during testing.
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	Content was tested for this criterion, but no issues were raised.

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	Content was tested for this criterion, but no issues were raised.
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)	Not Applicable	Form fields with errors requiring error suggestions were not present during testing.

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)	Not Applicable	Forms that involved user actions potentially leading to significant legal, financial, or data transactions were not found during testing.
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	Authentication processes that rely on cognitive function tests were not found during testing.
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	Does Not Support	Throughout the Marketing Agentforce flows, screen readers do not announce status messages about the loading progress and completion of actions. Additionally, Agent responses in the chat panel are either not announced at all or only partially announced by screen readers during user interactions.

Table 3: Success Criteria, Level AAA

Notes: This product 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	See remarks and explanations for WCAG Success Criteria: - 1.3.1 Info and Relationships - 4.1.2 Name, Role, Value - 4.1.3 Status Messages
302.2 With Limited Vision	Partially Supports	See remarks and explanations for WCAG Success Criteria: - 1.4.4 Resize Text - 1.4.10 Reflow - 1.4.11 Non-text Contrast
302.3 Without Perception of Color	Partially Supports	See remarks and explanations for WCAG Success Criteria: - 1.4.1 Use of Color
302.4 Without Hearing	Not Applicable	
302.5 With Limited Hearing	Not Applicable	
302.6 Without Speech	Not Applicable	
302.7 With Limited Manipulation	Partially Supports	See remarks and explanations for WCAG Success Criteria: - 2.1.1 Keyboard - 2.4.7 Focus Visible
302.8 With Limited Reach and Strength	Supports	Actions do not require gestures using fine motor control and touch target sizes meet at least minimum accessibility requirements.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	See remarks and explanations for WCAG Success Criteria: - 1.3.1 Info and Relationships - 1.4.1 Use of Color - 2.4.7 Focus Visible - 3.3.1 Error Identification

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	Supports	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 **https://help.salesforce.com/**
602.3 Electronic Support Documentation	See *WCAG 2.2* section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	End-users with disabilities can request additional product support documentation by opening a new case at **https://help.salesforce.com/**
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	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 **https://help.salesforce.com/**
603.3 Accommodation of Communication Needs	Supports	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 **https://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	See remarks and explanations for WCAG Success Criteria: - 1.3.1 Info and Relationships - 2.1.1 Keyboard - 4.1.2 Name, Role, Value
4.2.2 Usage with limited vision	Partially Supports	See remarks and explanations for WCAG Success Criteria: - 1.4.4 Resize Text - 1.4.10 Reflow - 1.4.11 Non-text Contrast
4.2.3 Usage without perception of color	Partially Supports	See remarks and explanations for WCAG Success Criteria: - 1.4.1 Use of Color
4.2.4 Usage without hearing	Not Applicable	
4.2.5 Usage with limited hearing	Not Applicable	
4.2.6 Usage with no or limited vocal capability	Not Applicable	
4.2.7 Usage with limited manipulation or strength	Partially Supports	See remarks and explanations for WCAG Success Criteria: - 2.1.1 Keyboard - 2.4.7 Focus Visible
4.2.8 Usage with limited reach	Supports	Actions do not require gestures using fine motor control, and touch target sizes meet at least minimum accessibility requirements.
4.2.9 Minimize photosensitive seizure triggers	Supports	There are no animations that may trigger seizures present.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	See remarks and explanations for WCAG Success Criteria: - 1.3.1 Info and Relationships - 1.4.1 Use of Color - 2.4.7 Focus Visible - 3.3.1 Error Identification
4.2.11 Privacy	Not Applicable	

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 2.2* 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 2.2* section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable