



Salesforce Accessibility Conformance Report International Edition

VPAT[®] (Voluntary Product Accessibility Template[®]) version 2.4

Name of Product/Version:	Messaging for InApp / Spring '25
Report Date:	March 2025
Product Description:	Messaging for In-App enables businesses to embed real-time, personalized chat experiences directly within their mobile applications.
Contact information:	accessibility@salesforce.com
Notes:	<p>The scope of this ACR includes the following functionalities / components: Pre-Chat Screen, Chat Screen, Chat Transcript Screen, Conversation Options Screen, Leave Transcript Screen, End Chat Screen, Messaging Components, Send and Receive Messages and Files, Submitted Form Details Screen.</p> <p>For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility</p>
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, mobile devices, and screen readers are used for evaluation: iOS 18.1 iPhone / VoiceOver and Android 11 / TalkBack.

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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>The default images provided within the standard Messaging for InApp core features have a meaningful alternative (alt) text description. Non-relevant or decorative images have null alt attributes or are inserted as background image.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> Some decorative images within the Messaging for InApp iOS screens ("Secure Form", "Conversation Options") are missing an empty alt attribute. Some non-text content buttons within the Messaging for InApp "Chat" screen do not have an accessible name.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Messaging for InApp does not include any prerecorded audio-only or video-only as a standard default functionality.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Messaging for InApp does not include prerecorded audio or video as standard default functionality. Messaging for InApp does not provide the capability for captioning or defining an audio description of content provider specified video content.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	<p>Messaging for InApp 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.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Messaging for InApp 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.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Some buttons / sent messages within the Messaging for InApp screens ("Chat", "Conversation Options" screens) have insufficiently descriptive / relevant assistive texts. • Some heading texts within the Messaging for InApp android screens ("Pre-Chat", "Chat", "Chat Transcript", "Conversation Options" screens) are presented as visual headings but are not programmatically determinable headings.

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Messaging for InApp 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.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All instructions for operating within Messaging for InApp 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
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Messaging for InApp 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.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Messaging for InApp pages do not include audio or video content by default.

Criteria	Conformance Level	Remarks and Explanations
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Messaging for InApp is designed to work only with touch-enabled devices and the on-screen keyboard and not use hardware keyboards by default. However, the user can connect a hardware keyboard to a device for text input.</p> <p>By enabling screen readers, most of the Messaging for InApp features can be accessed through device onscreen touch capability and with left and right linear swipe movements.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Some interactive elements within the Messaging for InApp screens ("Pre-Chat", "Chat", "Chat Transcript", "Submitted Form Details" screens) are not accessible via linear swiping gestures with screen readers turned on.
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Messaging for InApp uses standard linear swiping and ensures that assistive technology users cannot be trapped in a subset of content.</p>

Criteria	Conformance Level	Remarks and Explanations
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	Messaging for InApp 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.
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Messaging for InApp does not provide session time alerts to select an additional time for continuing the login session.

Criteria	Conformance Level	Remarks and Explanations
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Messaging for InApp does not include moving, blinking, scrolling, or auto-updating information.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Messaging for InApp core interface does not contain any type of flashes or flashing objects.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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	Messaging for InApp 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.
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Messaging for InApp contains meaningful and relevant page titles that indicate the topic or purpose of each page.

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Messaging for InApp 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.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • The mobile screen reader focus order is not correctly provided in some Messaging for InApp screens ("Chat", "Secure Form", "Conversation Options", "Chat Transcript" screens).
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Link elements within Messaging for InApp provide a purpose both through the link text itself and the title attribute, even when reading out of context.</p>

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	Messaging for InApp can be operated with a single pointer, without multipoint or path-based gestures for an operation.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	Messaging for InApp does not have any functionality that can be operated or executed using a single pointer cancellation.

Criteria	Conformance Level	Remarks and Explanations
<u>2.5.3 Label in Name</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	Messaging for InApp user interface has labels that include text or images of text that are visually presented with the name of the text.
<u>2.5.4 Motion Actuation</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	Messaging for InApp does not contain functionality that can only be operated via device or user motion.

Criteria	Conformance Level	Remarks and Explanations
<u>3.1.1 Language of Page</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Messaging for InApp is a native mobile app and supports the device language of each app screen that can be programmatically determined.
<u>3.2.1 On Focus</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There is no context change within the Messaging for InApp user interface when a component receives focus.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Changing the setting of core components and features in the Messaging for InApp user interface does not initiate any change of context.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Users are visually notified when an input error is detected within the Messaging for InApp 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.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> Some error messages displayed below the required form controls within the Messaging for InApp screens ("Pre-Chat", "Secure Form" screens) are not detected and are not announced by mobile screen readers.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The electronic form controls, including input fields and buttons in the Messaging for InApp core features, can be operated, and accessed by using assistive technology. The form label elements within the Messaging for InApp core features are properly associated and placed in line with the form fields.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Some form controls within the Messaging for InApp screens ("Pre-Chat", "Secure Form", "Submitted Form Details" screens) are missing label association. • Some required form controls in the Messaging for InApp screens are not identified as required by mobile screen readers and/or are missing an asterisk (*) symbol ("Pre-Chat", "Secure Form" screens).
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Messaging for InApp 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.</p>

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>The name, role, and value used in Messaging for InApp user interface elements are available to assistive technologies to describe the identity, operation, and state.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> Selected button options in the Secure Form screens are not announced as selected by the VoiceOver mobile screen reader.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Messaging for InApp does not include any live audio and video content.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Messaging for InApp does not contain any audio description (prerecorded).

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.4 Orientation</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	Messaging for InApp does not restrict view and operation to a single display orientation.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	Messaging for InApp 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
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The default and standard features within the Messaging for InApp 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.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The text and images within the Messaging for InApp user interface can be resized with the browser or the mobile device zoom and scaling feature.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Messaging for InApp user interface does not contain images in lieu of text. All text content within is included as pure text.
<u>1.4.10 Reflow</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	Messaging for InApp 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 <ul style="list-style-type: none"> • 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	Supports	Messaging for InApp components and user controls mostly support and are distinguishable by individuals with moderately low vision, with an accepted contrast ratio.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	Messaging for InApp 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
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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	Not Applicable	Messaging for InApp does not support hover, or keyboard focus triggers as the features work only with touch events or linear swiping.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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	Messaging for InApp 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
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Messaging for InApp contains descriptive headings and text labels to inform assistive technology users of their location and current activity.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	By design, Messaging for InApp does not show an on-screen focus indicator when the user touches a user interface element. With mobile assistive technology enabled, there is a focus indication on-screen using touch swipe methods to track focus changes.

Criteria	Conformance Level	Remarks and Explanations
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The human language information in the Messaging for InApp user interface uses proper language markup for the elements that are accessed directly by mobile assistive technology.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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	Messaging for InApp provides consistent and repeatable top and bottom menu navigation mechanisms across all pages to help users with assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 Messaging for InApp pages.
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Whenever an error is automatically detected within Messaging for InApp 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: <ul style="list-style-type: none"> • The "Error: Invalid input" error message announced by the TalkBack screen reader within the Messaging for InApp screens ("Pre-Chat", "Secure Form" screens) is imprecise and does not provide users with correct data entry suggestions to resolve the input error(s).

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Data entered by users within Messaging for InApp functionalities are checked using validation methods to help users confirm and correct data submissions. Messaging for InApp 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 <ul style="list-style-type: none"> • 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	Supports	Messaging for InApp 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.

Table 3: Success Criteria, Level AAA

Notes: Messaging for InApp has not been evaluated for WCAG 2.1 Level AAA conformance.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Messaging for InApp uses standard mobile platform attributes to describe the identity, operation, and state of user interface elements to assistive technologies. The core features and controls in the Messaging for InApp are reachable using the linear swiping alone and announced by the assistive technology. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.2 With Limited Vision	Partially Supports	Messaging for InApp supports standard device in-built magnification and contrast adjustments. Messaging for InApp 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	Messaging for InApp 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	Messaging for InApp does not include audio-only features that require a hearing to be used.
302.5 With Limited Hearing	Not Applicable	Messaging for InApp does not include audio-only features that require a hearing to be used.
302.6 Without Speech	Not Applicable	Messaging for InApp does not require speech to operate or retrieve information. Support services related to Messaging for InApp 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	Messaging for InApp supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Messaging for InApp user interface does not require fine motor skills controls or simultaneous actions.
302.8 With Limited Reach and Strength	Partially Supports	Messaging for InApp does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Messaging for InApp 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	Messaging for InApp does not function in a way that is prohibitive to users with cognitive or learning impairment. Salesforce provides information on Messaging for InApp 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
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	Messaging for InApp 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	Messaging for InApp 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	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	Messaging for InApp does not include audio-only features that require a hearing to be used.
4.2.5 Usage with limited hearing	Not Applicable	Messaging for InApp 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	Messaging for InApp does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Messaging for InApp supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Not Applicable	Messaging for InApp is not installed or requires any physical reach.
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Messaging for InApp does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Messaging for InApp 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	Messaging for InApp 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

Criteria	Conformance Level	Remarks and Explanations
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