



# Salesforce Accessibility Conformance Report

## International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.5

Name of Product/Version:	<b>Sales Cloud / Winter '26</b>
Report Date:	<b>March 2026</b>
Product Description:	Sales Cloud is the foundational technology, implemented to automate an organization’s core sales processes, empowering sales teams to be more productive at every step of the sales cycle. Customers can optimize the sales process of taking a prospect from lead to opportunity to close. In addition, Sales Cloud provides a flexible, easy-to-customize platform that allows customers to grow their businesses and win more deals. Sales Cloud Einstein provides scoring and predictions that help sellers close deals with more precision.
Contact information:	accessibility@salesforce.com
Notes:	<p>The scope of this ACR includes the functionalities / components from Sales Cloud:</p> <ul style="list-style-type: none"> <li>• Seller Home</li> <li>• Buyer Relationship Map</li> <li>• Pipeline Management Agent</li> <li>• Embedded Record Summaries</li> <li>• Setup Go</li> <li>• Guided Configuration</li> <li>• Agentforce for Sales and Builder Extensions</li> <li>• Sales Engagement</li> <li>• Sales Engagement Setup</li> </ul> <p>For more information, please visit Salesforce Product Accessibility Status at <a href="https://www.salesforce.com/company/legal/508_accessibility">https://www.salesforce.com/company/legal/508_accessibility</a></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. 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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A - Yes Level AA - Yes Level AAA - No
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A - Yes Level AA - Yes Level AAA - No
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A - Yes Level AA - Yes Level AAA - No
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	Yes
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> <a href="#">AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	Yes

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.2 Level AAA.

## WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.1.1 (Web)</li> <li>● 10.1.1.1 (Non-web document)</li> <li>● 11.1.1.1.1 (Open Functionality Software)</li> <li>● 11.1.1.1.2 (Closed Functionality Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>The default images provided within the standard Sales Cloud core features have a meaningful alternative (alt) text description. Non-relevant or decorative images have null alt attributes or are inserted as background images. Non-text content controls / inputs have accessible names.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● Some decorative images within the Sales Cloud pages ("Seller Home" page, "Engagement Rules" and "Work Queue" panels) are missing empty alt attribute.</li> <li>● Some images within the Sales Cloud pages ("Seller Home" page, "Lead Intelligence View" page, "Work Queue" panel, "Salesforce Inbox Setup" page) contain redundant/duplicative alternative text.</li> <li>● Some non-text content within the Sales Cloud pages ("Forecasts Grid View" page, "Contact/Lead" side panel, "Sales Agent Configuration" page, "Sales Agent Configuration Lead Nurturing" page, "New Scenario" page, "Preview - Agentforce Sales Coach" modal, "New Automated Action" modal) is missing an accessible name.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.1 (Web)</li> <li>● 10.1.2.1 (Non-web document)</li> <li>● 11.1.2.1.1 (Open Functionality Software)</li> <li>● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Sales Cloud does not include any prerecorded audio-only or video-only as standard default functionality.
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.2 (Web)</li> <li>● 10.1.2.2 (Non-web document)</li> <li>● 11.1.2.2 (Open Functionality Software)</li> <li>● 11.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Sales Cloud does not include prerecorded audio or video as a standard default functionality. Sales Cloud does not provide the capability for captioning or defining an audio description of content provider specified video content.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.3 (Web)</li> <li>● 10.1.2.3 (Non-web document)</li> <li>● 11.1.2.3.1 (Open Functionality Software)</li> <li>● 11.1.2.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Sales Cloud does not include any audio description or time-based media alternative for any of the prerecorded video content provided as part of the standard website.
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> <li>● 11.1.3.1.1 (Open Functionality Software)</li> <li>● 11.1.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Sales Cloud user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text. Headings and WAI-ARIA landmarks, identity, role, operation, and state are used to help convey the presentation to assistive technologies.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● Some form controls within the Sales Cloud pages ("Seller Home" page, "Account Plan" record page, "Account Plan Objective" record page, "New Action Plan" modal, "Contact/Lead" side panel, "Add to Map" side panel, "Einstein Summary" panel, "Manage Einstein Conversation Insights User Access" modal, "Create a Forecast Type" modal, "Agentforce for Sales Setup" page, "Coaching Scenarios" panel, "Preview - Agentforce Sales Coach" modal, "Engagement Rules" panel, "Lead Performance" tab, "Calendar" page, "New Task" modal) have insufficiently descriptive assistive text.</li> <li>● Some content/information within the Sales Cloud pages ("Seller Home" page, "New Action Plan" modal, "Lead Performance" tab, "New Task" page, "New Event" page, "Sales Agent" panel, "Engagement Rules" panel) is not conveyed by AT.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.3.1 Info and Relationships</b> (Level A) contd...</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> <li>● 11.1.3.1.1 (Open Functionality Software)</li> <li>● 11.1.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<ul style="list-style-type: none"> <li>● Some form controls within the Sales Cloud pages ("Seller Home" page, "Calendar" page, "Convert Lead" modal, "Account Plan" record page, "New Objective" modal, "Account Plan Objective" record page, "New Action Plan" modal, "New Event" modal, "Forecasts Chart View" page, "Create a Forecast Type" modal, "New Scenario" page, "Cadence" record page, "New Task" page, "New Event" page, "Notes" page, "New Email Template" page, "Call Script" details page) are incorrectly implemented.</li> <li>● Heading structure is not implemented correctly within some Sales Cloud pages ("Calendar" page, "Events List View" page, "Leads List View" page, "Account Plan Objective" record page, "Manage Einstein Conversation Insights User Access" modal, "Sales Agent Configuration Lead Nurturing" page, "Engagement Rules" panel, "Lead Performance" tab, "Engagement Performance" tab, "Cadence Performance" tab, "Cadences" page, "Notes" page, "Email Templates List" page, "Log a Call Setup" page).</li> <li>● Certain error messages are automatically generated upon loading some Sales Cloud pages ("Create a Forecast Type" modal, "Sales Agent Configuration Lead Nurturing" page).</li> <li>● The gridcells in various data tables within the "Lead Performance", "Engagement Performance", and "Cadence Performance" tabs are not programmatically associated with the corresponding column/row headers.</li> <li>● Some invisible elements are exposed to AT in arrow key navigation mode in the "My Goals/Goals" card within the "Seller Home" page.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.3.1 Info and Relationships</b> (Level A) contd...</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> <li>● 11.1.3.1.1 (Open Functionality Software)</li> <li>● 11.1.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Partially Supports	<ul style="list-style-type: none"> <li>● The "Conversation Preview" panel is not visible in the "Agentforce Sales Coach Agentforce Builder" page when activated via "Coaching Scenarios" and "Events" options in the left vertical navigation menu.</li> </ul>
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.2 (Web)</li> <li>● 10.1.3.2 (Non-web document)</li> <li>● 11.1.3.2.1 (Open Functionality Software)</li> <li>● 11.1.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Sales Cloud is developed in a meaningful and correct reading sequence that can be programmatically determined. As an example, inputs and labels are contained within the same division element and listed in a meaningful sequence.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.3 (Web)</li> <li>● 10.1.3.3 (Non-web document)</li> <li>● 11.1.3.3 (Open Functionality Software)</li> <li>● 11.1.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>All instructions for operating within Sales Cloud user interface content are provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.</p>
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.1 (Web)</li> <li>● 10.1.4.1 (Non-web document)</li> <li>● 11.1.4.1 (Open Functionality Software)</li> <li>● 11.1.4.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>Sales Cloud does not use color alone to distinguish the importance of a visual element. Textual representation is always used as the primary mechanism for conveying information. The WAI-ARIA role and selected state also communicate the proper information.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.2 (Web)</li> <li>● 10.1.4.2 (Non-web document)</li> <li>● 11.1.4.2 (Open Functionality Software)</li> <li>● 11.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Sales Cloud page does not include audio or video content by default.
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.1 (Web)</li> <li>● 10.2.1.1 (Non-web document)</li> <li>● 11.2.1.1.1 (Open Functionality Software)</li> <li>● 11.2.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Sales Cloud supports standard keyboard navigation and input functions (pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections).</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● Some form controls within the Sales Cloud pages ("Seller Home" tab, "Forecasts Chart View" page, "Einstein Summary" panel, "Lead Intelligence View Setup" page, "Pipeline Inspection Setup" page, "Einstein Conversation Insights Setup" page, "Work Queue" panel) are not keyboard-accessible.</li> <li>● The bar chart items in the "Engagement Performance" tab are not keyboard-accessible with NVDA screen reader turned on.</li> <li>● The "Vertical Resizer" button in the "Pipeline Chart" tab page is not keyboard-operable.</li> <li>● The "Owner" and "Lead Status" filter panels in the "Leads Intelligence View" page are not keyboard-operable.</li> <li>● Some form controls within the Sales Cloud pages ("Einstein Summary" panel, "Sales Agent" panel, "Preview - Agentforce Sales Coach" modal, "Cross-Object Field History Builder" page, "Validate Document" page) are not keyboard-operable with NVDA screen reader on.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.2 (Web)</li> <li>● 10.2.1.2 (Non-web document)</li> <li>● 11.2.1.2 (Open Functionality Software)</li> <li>● 11.2.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Sales Cloud core features support standard keyboard navigation and ensure that keyboard users cannot be trapped in a subset of content. The keyboard focus is not locked or trapped at any page element.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>● The keyboard focus remains trapped on the "Error" icon button in the "New Scenario" page.</li> </ul>
<p><b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.4 (Web)</li> <li>● 10.2.1.4 (Non-web document)</li> <li>● 11.2.1.4.1 (Open Functionality Software)</li> <li>● 11.2.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Sales Cloud provides some keyboard shortcuts for the standard controls and content. The users are not allowed to turn off or reconfigure shortcuts that consist of only character keys.

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.1 (Web)</li> <li>● 10.2.2.1 (Non-web document)</li> <li>● 11.2.2.1 (Open Functionality Software)</li> <li>● 11.2.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Sales Cloud provides session time alerts and provides options to select additional time for continuing the login session.
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.2 (Web)</li> <li>● 10.2.2.2 (Non-web document)</li> <li>● 11.2.2.2 (Open Functionality Software)</li> <li>● 11.2.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Sales Cloud does not include moving, blinking, scrolling, or auto-updating information.

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.3.1 (Web)</li> <li>● 10.2.3.1 (Non-web document)</li> <li>● 11.2.3.1 (Open Functionality Software)</li> <li>● 11.2.3.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Sales Cloud core interface does not contain any type of flashes or flashing objects.
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.1 (Web)</li> <li>● 10.2.4.1 (Non-web document) – Does not apply</li> <li>● 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.1 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Sales Cloud core contains marked headings and WAI-ARIA landmarks to help users rapidly navigate to the desired content.

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.2 (Web)</li> <li>● 10.2.4.2 (Non-web document)</li> <li>● 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>● 11.2.4.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Sales Cloud contains meaningful and relevant page titles that indicate the topic or purpose of each page.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● Some modals within the Sales Cloud pages ("Convert Lead" modal, "New Scenario" page, "Preview - Agentforce Sales Coach" modal, "Engagement Rules" panel) are missing a title.</li> </ul>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.3 (Web)</li> <li>● 10.2.4.3 (Non-web document)</li> <li>● 11.2.4.3 (Open Functionality Software)</li> <li>● 11.2.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Sales Cloud user interface and controls are navigated sequentially by tabbing through various inputs and labels. The user controls receive keyboard focus in the same tab order in which they are presented visually. Sales Cloud uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● The keyboard focus order is not correctly provided in some Sales Cloud pages ("Pipeline Inspection" tab, "Contact/Lead" side panel, "Add to Map" side panel, "Agent Activity" tab, "Einstein Summary" panel, "Sales Agent Configuration" page, "Sales Agent Configuration Lead Nurturing" page, "New Scenario" page, "Engagement Rules" panel, "Notes" page).</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.4 (Web)</li> <li>● 10.2.4.4 (Non-web document)</li> <li>● 11.2.4.4 (Open Functionality Software)</li> <li>● 11.2.4.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Link elements within Sales Cloud provide a purpose both through the link text itself and the title attribute, even when reading out of context.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● Some link texts within the Sales Cloud pages ("Calendar" page) do not reflect the link destination.</li> </ul>
<p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.1 (Web)</li> <li>● 10.2.5.1 (Non-web document)</li> <li>● 11.2.5.1 (Open Functionality Software)</li> <li>● 11.2.5.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Sales Cloud can be operated with a single pointer, without multipoint or path-based gestures for an operation.

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.2 (Web)</li> <li>● 10.2.5.2 (Non-web document)</li> <li>● 11.2.5.2 (Open Functionality Software)</li> <li>● 11.2.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Sales Cloud does not have any functionality that can be operated or executed using a single pointer cancellation.
<p><b>2.5.3 Label in Name</b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.3 (Web)</li> <li>● 10.2.5.3 (Non-web document)</li> <li>● 11.2.5.3.1 (Open Functionality Software)</li> <li>● 11.2.5.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Sales Cloud user interface has labels that include text or images of text that are visually presented with the name of the text.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>● The accessible name for the "Review" links in the "Agentforce for Sales Setup" page does not contain its visible label text.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.4 (Web)</li> <li>● 10.2.5.4 (Non-web document)</li> <li>● 11.2.5.4 (Open Functionality Software)</li> <li>● 11.2.5.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not Applicable	Sales Cloud does not contain functionality that can only be operated via device or user motion.
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.1 (Web)</li> <li>● 10.3.1.1 (Non-web document)</li> <li>● 11.3.1.1.1 (Open Functionality Software)</li> <li>● 11.3.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The default language of the page is specified or set on the HTML tag for the Sales Cloud page.

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.1 (Web)</li> <li>● 10.3.2.1 (Non-web document)</li> <li>● 11.3.2.1 (Open Functionality Software)</li> <li>● 11.3.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	There is no context change within the Sales Cloud user interface when a component receives focus.
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.2 (Web)</li> <li>● 10.3.2.2 (Non-web document)</li> <li>● 11.3.2.2 (Open Functionality Software)</li> <li>● 11.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Changing the setting of core components and features in the Sales Cloud user interface does not initiate any change of context.
<p><b>3.2.6 Consistent Help</b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	All human contact / automated help mechanisms within Sales Cloud are located consistently in the same order & location relative to the other page content as it does throughout the site.

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.1 (Web)</li> <li>● 10.3.3.1 (Non-web document)</li> <li>● 11.3.3.1.1 (Open Functionality Software)</li> <li>● 11.3.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Users are visually notified when an input error is detected within the Sales Cloud data entry forms if a required field has not been completed. Proper error information is provided for the visual users in the form of visual text on the field level input elements, to enable the users to identify which fields were omitted and must be completed.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>● The input error for the "Subject" input element in the "New Event" modal is not identified and not presented visually.</li> </ul>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.2 (Web)</li> <li>● 10.3.3.2 (Non-web document)</li> <li>● 11.3.3.2 (Open Functionality Software)</li> <li>● 11.3.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Electronic form controls, including input fields and buttons in the Sales Cloud core features, can be operated, and accessed by using assistive technology. The form label elements within the Sales Cloud 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"> <li>● Some required form controls within the Sales Cloud pages ("Convert Lead" modal, "Create a Forecast Type" modal) are missing asterisk (*) symbol.</li> <li>● The legend element for the "Assign Lead" radio grouping in the "Engagement Rules" panel is missing legend text.</li> <li>● The "Sales Rep Leaderboard" dropdown in the "Lead Performance" tab is missing a label association.</li> <li>● The "Status" and "Priority" comboboxes in the "New Task" page are not identified or announced as required by JAWS screen reader, as visually shown by the asterisk's indicator within the label text.</li> </ul>
<p><b>3.3.7 Redundant Entry</b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	Sales Cloud user interface provides users with non-manual options to input previous entry.

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.1 (Web)</li> <li>● 10.4.1.1 (Non-web document)</li> <li>● 11.4.1.1.1 (O` Software)</li> <li>● 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p>
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.2 (Web)</li> <li>● 10.4.1.2 (Non-web document)</li> <li>● 11.4.1.2.1 (Open Functionality Software)</li> <li>● 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The name, role, and value used in Sales Cloud user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● The dynamic content change, resulting from user input, in the "Forecasts Grid View" page is not detected and is not announced by AT.</li> <li>● Some form controls within the Sales Cloud pages ("Einstein Summary" panel, "Notes" page) have incorrect state attribute implementation.</li> <li>● Some form controls within the Sales Cloud pages ("Engagement Performance" tab, "Prospecting Center Setup" page) have no accessible name.</li> </ul>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.4 (Web)</li> <li>● 10.1.2.4 (Non-web document)</li> <li>● 11.1.2.4 (Open Functionality Software)</li> <li>● 11.1.2.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Not Applicable</p>	<p>Sales Cloud does not include any live audio and video content.</p>
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.5 (Web)</li> <li>● 10.1.2.5 (Non-web document)</li> <li>● 11.1.2.5 (Open Functionality Software)</li> <li>● 11.1.2.5 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Not Applicable</p>	<p>Sales Cloud does not contain any audio description (prerecorded).</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.3.4 Orientation</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.4 (Web)</li> <li>● 10.1.3.4 (Non-web document)</li> <li>● 11.1.3.4 (Open Functionality Software)</li> <li>● 11.1.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Sales Cloud does not restrict view and operation to a single display orientation.
<p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.5 (Web)</li> <li>● 10.1.3.5 (Non-web document)</li> <li>● 11.1.3.5.1 (Open Functionality Software)</li> <li>● 11.1.3.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Sales Cloud enables the input of information about the user that can be programmed. A visible label with appropriate instructions is provided to guide the user through the input fields on the form.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.3 (Web)</li> <li>● 10.1.4.3 (Non-web document)</li> <li>● 11.1.4.3 (Open Functionality Software)</li> <li>● 11.1.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The default and standard features within the Sales Cloud screens provide sufficient color contrast between foreground and background text colors to enhance clarity, making it more legible for individuals with moderately low vision in user interface and controls.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● The color contrast failed the minimum contrast ratio requirement for some texts in certain Sales Cloud pages ("Seller Home" page, "Pipeline Chart" tab, "Forecasts Chart View" page, "Forecasts Settings Setup" page, "Forecasts Quotas Setup" page, "Lead Performance" tab, "Get Started with Sales Engagement Setup" page, "Lead Intelligence View" page, "Pipeline Inspection" tab).</li> </ul>
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.4 (Web)</li> <li>● 10.1.4.4 (Non-web document)</li> <li>● 11.1.4.4.1 (Open Functionality Software)</li> <li>● 11.1.4.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The text and images within the Sales Cloud user interface can be resized with the browser or the mobile device zoom and scaling feature.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● Zoomed to 200% at the 1280x1024 display resolution, some sections within the Sales Cloud pages ("Calendar" page, "Events List View" page, "Pipeline Inspection" tab, "Pipeline Chart" tab, "Account Plan" record page, "New Objective" modal, "Account Plan Objective" record page, "Forecasts Grid View" page, "Relationship Map" page, "Contact/Lead" side panel, "Add to Map" side panel, "Einstein Summary" panel, "Manage Einstein Conversation Insights User Access" modal, "Create a Forecast Type" modal, "Agentforce for Sales Setup" page, "Sales Agent Configuration" page, "Sales Agent Configuration Lead Nurturing" page, "Lead Performance" tab, "Work Queue" panel, "Cadence" record page, "Tasks" panel, "New Task" page, "New Event" page, "Notes" page, "New Note" section, "New Email Template" page, "Call Script" details page, "Automated Actions" page, "Log a Call Setup" page, "Get Started with Sales Engagement Setup" page) contain issues with content information being cut off/overlapped.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.5 (Web)</li> <li>● 10.1.4.5 (Non-web document)</li> <li>● 11.1.4.5.1 (Open Functionality Software)</li> <li>● 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>Sales Cloud user interface does not contain images in lieu of text. All text content within is included as pure text.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.10 Reflow</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.10 (Web)</li> <li>● 10.1.4.10 (Non-web document)</li> <li>● 11.1.4.10 (Open Functionality Software)</li> <li>● 11.1.4.10 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Sales Cloud components are not designed to be viewed on smaller screen sizes.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● Zoomed to 400% at the 1280x1024 display resolution, the information/functionality within some Sales Cloud pages ("Seller Home" page, "Calendar" page, "Events List View" page, "Lead Intelligence View" page, "Pipeline Inspection" tab, "Pipeline Chart" tab, "Account Plan" record page, "New Objective" modal, "Account Plan Objective" record page, "New Task" modal, "Forecasts Grid View" page, "Forecasts Chart View" page, "Relationship Map" page, "Contact/Lead" side panel, "Add to Map" side panel, "Agent Activity" tab, "Einstein Summary" panel, "SalesAgent" panel, "Lead Intelligence View Setup" page, "Pipeline Inspection Setup" page, "Einstein Conversation Insights Setup" page, "Manage Einstein Conversation Insights User Access" modal, "Configure Lightning Record Pages for Einstein Conversation Insights" modal, "Sales Action Plans Setup" page, "Forecasts Settings Setup" page, "Forecasts Quotas Setup" page, "Agentforce for Sales Setup" page, "Pipeline Management" card, "Sales Agent Configuration" page, "Sales Agent Configuration Lead Nurturing" page, "Lead Performance" tab, "Engagement Performance" tab, "Cadence Performance" tab, "Work Queue" panel, "Cadences" page, "Cadence" record page, "Tasks" panel, "New Task" page, "New Event" page, "Notes" page, "New Note" section, "Email Templates List" page, "New Email Template" page, "Call Script" details page, "Automated Actions" page, "Automated Actions Setup" page, "Salesforce Inbox Setup" page, "Log a Call Setup" page, "Prospecting Center Setup" page, "Get Started with Sales Engagement Setup" page) is lost and requires two-dimensional scrolling.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.11 (Web)</li> <li>● 10.1.4.11 (Non-web document)</li> <li>● 11.1.4.11 (Open Functionality Software)</li> <li>● 11.1.4.11 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Sales Cloud components and user controls support and are distinguishable by individuals with moderately low vision, with an accepted contrast ratio.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● The visual presentation for some icons in certain Sales Cloud pages ("Account Plan" record page, "Forecasts Chart View" page, "Convert Lead" modal) does not meet the contrast ratio of at least 3:1 against adjacent color(s).</li> </ul>
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.12 (Web)</li> <li>● 10.1.4.12 (Non-web document)</li> <li>● 11.1.4.12 (Open Functionality Software)</li> <li>● 11.1.4.12 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p>Sales Cloud core user interface is implemented with proper use of CSS markup language that supports the different text style properties and ensures no loss of content or functionality when there is any change in settings or style properties such as line height and spacing.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.13 (Web)</li> <li>● 10.1.4.13 (Non-web document)</li> <li>● 11.1.4.13 (Open Functionality Software)</li> <li>● 11.1.4.13 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Sales Cloud user interface works in coordination with keyboard focus or pointer hover.
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.5 (Web)</li> <li>● 10.2.4.5 (Non-web document) – Does not apply</li> <li>● 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.5 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Sales Cloud user interface and interaction are straightforward. It contains a landing home page and contextual top navigation, from which the user can launch or navigate to different sections or pages, as desired.

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.6 (Web)</li> <li>● 10.2.4.6 (Non-web document)</li> <li>● 11.2.4.6 (Open Functionality Software)</li> <li>● 11.2.4.6 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Sales Cloud contains descriptive headings and text labels to inform assistive technology users of their location and current activity.
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.7 (Web)</li> <li>● 10.2.4.7 (Non-web document)</li> <li>● 11.2.4.7 (Open Functionality Software)</li> <li>● 11.2.4.7 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The focus indicator within the Sales Cloud user interface and controls are always visible and contrast well with the surrounding content and background.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● The keyboard focus indicator is not visible on some form controls in certain Sales Cloud pages ("Pipeline Inspection" tab, "Forecasts Grid View" page, "Contact/Lead" side panel, "Agent Activity" tab, "Cadences" page, "Tasks" panel, "Email Templates List" page).</li> </ul>
<p><b>2.4.11 Focus Not Obscured (Minimum)</b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	All Sales Cloud interactive elements are at least partially visible / not fully obscured by overlapping content at the time of receiving keyboard focus in their initial position.

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.5.7 Dragging Movements</b> (Level AA 2.2 only)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Supports	Pointer dragging actions within Sales Cloud can be achieved with a single pointer without dragging movement, for example, with point-and-click mechanism or input actionable menus.
<p><b>2.5.8 Target Size (Minimum)</b> (Level AA 2.2 only)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Supports	All Sales Cloud pointer / touch Interactive elements have sufficient size and spacing.
<p><b>3.1.2 Language of Parts</b> (Level AA)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.2 (Web)</li> <li>● 10.3.1.2 (Non-web document)</li> <li>● 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>● 11.3.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The human language information in the Sales Cloud user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology.

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.3 (Web)</li> <li>● 10.3.2.3 (Non-web document) – Does not apply</li> <li>● 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Supports</p>	<p>Sales Cloud provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.4 (Web)</li> <li>● 10.3.2.4 (Non-web document) – Does not apply</li> <li>● 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.4 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Components and user interface controls are identified consistently for the same functionality across all Sales Cloud pages.
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.3 (Web)</li> <li>● 10.3.3.3 (Non-web document)</li> <li>● 11.3.3.3 (Open Functionality Software)</li> <li>● 11.3.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Whenever an error is automatically detected within Sales Cloud data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● Error messages in some Sales Cloud pages ("Convert Lead" modal, "Adjust" modal) are imprecise and do not provide users with correct data entry suggestions to resolve the input error(s).</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.4 (Web)</li> <li>● 10.3.3.4 (Non-web document)</li> <li>● 11.3.3.4 (Open Functionality Software)</li> <li>● 11.3.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Data entered by users within Sales Cloud functionalities are checked using validation methods to help users confirm and correct data submissions. Sales Cloud does not contain forms that cause legal commitments or financial transactions.
<p><b>3.3.8 Accessible Authentication (Minimum)</b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not Applicable	Sales Cloud has an accessible authentication process implemented either as an alternative to cognitive function test or as a primary method of authentication.
<p><b>4.1.3 Status Messages</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.3 (Web)</li> <li>● 10.4.1.3 (Non-web document)</li> <li>● 11.4.1.3 (Open Functionality Software)</li> <li>● 11.4.1.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Sales Cloud provides status messages that can be programmatically determined using roles or properties which can be presented to the user of assistive technology without receiving any focus.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>● Some messages within the Sales Cloud pages ("New Action Plan" modal, "New Task" modal, "New Event" modal, "Contact/Lead" side panel, "Manage Einstein Conversation Insights User Access" modal, "Sales Agent Configuration Lead Nurturing" page, "New Task" page, "New Event" page, "New Automated Action" modal) are displayed visually but are not announced by screen readers.</li> </ul>



### Table 3: Success Criteria, Level AAA

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

## Revised Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

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



Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	Sales Cloud supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Sales Cloud user interface does not require fine motor skills controls or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	Sales Cloud does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Sales Cloud can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt).
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Sales Cloud does not function in a way that is prohibitive to users with cognitive or learning impairment. Salesforce provides information on Sales Cloud accessibility features in the documentation. End-users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a> 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
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		Salesforce provides electronic versions of all product support documentations related to this product. End-users with disabilities can request additional product support documentation by opening a new case at <a href="http://help.salesforce.com">http://help.salesforce.com</a>
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>
<b>603 Support Services</b>	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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>
603.3 Accommodation of Communication Needs		Support services related to this product can be found on 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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>

## EN 301 549 Report

Notes:

### Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Sales Cloud uses standard platform attributes to describe the identity, operation, and state of user interface elements to assistive technologies. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.2 Usage with limited vision	Partially Supports	Sales Cloud supports standard browser magnification and contrast adjustments and enables users to magnify the font size of the textual content available on the user screen. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.3 Usage without perception of color	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information.
4.2.4 Usage without hearing	Not Applicable	Sales Cloud does not include audio-only features that require hearing to be used.

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Not Applicable	Sales Cloud does not include audio-only features that require hearing to be used.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Sales Cloud does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Sales Cloud supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Not Applicable	Sales Cloud is not installed or requires any physical reach.
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Sales Cloud does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Sales Cloud uses a logical focus order and provides capabilities for specifying error text for user interface components. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.11 Privacy	Supports	Sales Cloud does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements.

## Chapter 5: Generic Requirements

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

## Chapter 6: ICT with Two-Way Voice Communication

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

## Chapter 7: ICT with Video Capabilities

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

## Chapter 8: Hardware

Notes: Not Applicable

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

Notes: Not Applicable

## Chapter 10: Non-Web Documents

Notes: Not Applicable

## Chapter 11: Software

Notes: Not Applicable

## Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	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 <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>12.2 Support Services</b>	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 <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

## Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable