



# Salesforce Accessibility Conformance Report International Edition

VPAT<sup>®</sup> (Voluntary Product Accessibility Template<sup>®</sup>) version 2.5

Name of Product/Version:	<b>Salesforce Automotive Cloud / Winter '26</b>
Report Date:	<b>October 2025</b>
Product Description:	Salesforce Automotive Cloud is the CRM for the Automotive industry with out of the box features, framework and workflows to unify the customer, vehicle and finance data on a single platform that makes it easy to explore new revenue opportunities.
Contact information:	accessibility@salesforce.com
Notes:	<p>The scope of this ACR includes the functionalities / components from Salesforce Automotive Cloud:</p> <ul style="list-style-type: none"><li>• Appraisal</li><li>• Driver 360 Agent</li><li>• Proactive Maintenance Agent</li><li>• Inventory Management Agent</li><li>• Payment Deferral Agent</li><li>• Due Date Change Agent</li><li>• Loan Application Intake – CRM and Experience Site</li><li>• Underwriter’s Console</li><li>• Dealer’s Portal for Offer Review – Experience Site</li><li>• Connected Asset and Vehicle – Actionable Event Orchestration</li><li>• Connected Asset and Vehicle – Event Orchestration Builder</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.
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## 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) 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 2.0 Level AAA.

## WCAG 2.x 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><a href="#">1.1.1 Non-text Content</a> (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>	Partially Supports	<p>The default images provided within the standard Salesforce Automotive 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 is an exception:</p> <ul style="list-style-type: none"> <li>The decorative "Image description" image in the "Submission Result" screen within the "Loan Application Intake" CRM page contains redundant alternative text.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive Cloud does not include any prerecorded audio-only or video-only as standard default functionality.
<b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive Cloud does not include prerecorded audio or video as a standard default functionality. Salesforce Automotive 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
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive Cloud does not include any audio description or time-based media alternative for any of the prerecorded video content provided as part of the standard website.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.1 Info and Relationships</a> (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>Salesforce Automotive 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 Salesforce Automotive Cloud pages ("Inventory Management Agent", "Search Results" page, "Due Date Change Agent", "Loan Application Intake" CRM and Experience pages, "New Proposals" modal, "Validate Document" page) have insufficiently descriptive assistive text.</li> <li>Some buttons/form controls within the Salesforce Automotive Cloud pages ("Appraisal Details" page, "Appraisal Item Details" page, "Driver 360 Agent", "Asset Details" page, "Application Form Product" details page, "New Proposals" modal, "Document Checklist Item" details page, "Validate Document" page) are incorrectly implemented.</li> <li>Some headings are incorrectly implemented within the Salesforce Automotive Cloud pages ("Appraisal Details" page, "Appraisal Item Details" page, "SETUP Appraisal Management Settings" page, "Asset Details" page, "Application Form Product" details page, "Document Checklist Item" details page, "Validate Document" page).</li> <li>The gridcells in the "Selected Stipulations" table in the "Select Stipulations" screen within the "New Proposals" modal are not programmatically associated with the corresponding column / row headers.</li> <li>The "Next" button activation in the "Add Basic Details" screen within the "New Proposals" modal removes inline error messages generated by client-side validation.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<u><a href="#">1.3.2 Meaningful Sequence</a></u> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive 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.
<u><a href="#">1.3.3 Sensory Characteristics</a></u> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	All instructions for operating within Salesforce Automotive Cloud user interface content are provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.

Criteria	Conformance Level	Remarks and Explanations
<b>1.4.1 Use of Color</b> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive 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.
<b>1.4.2 Audio Control</b> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive Cloud page does not include audio or video content by default.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (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>Salesforce Automotive 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>• The "Delete" buttons in the "Upload Documents" screen within the "Loan Application Intake" CRM and Experience Site pages are not keyboard-operable with screen reader on.</li> <li>• The "Utility Switch" icon(accordion) in the "Document checklist dropzone" card within the "Validate Document" page is not keyboard-accessible.</li> <li>• The "Actions" vertical ellipsis button [element card menu dropdown trigger] in the "Event Orchestration Builder" page is not keyboard-accessible.</li> </ul>
<p><a href="#">2.1.2 No Keyboard Trap</a> (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>	Supports	<p>Salesforce Automotive 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>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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> Revised Section 508 – Does not apply	Supports	Salesforce Automotive 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.
<a href="#">2.2.1 Timing Adjustable</a> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive Cloud provides session time alerts and provides options to select additional time for continuing the login session.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive Cloud does not include moving, blinking, scrolling, or auto-updating information.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive Cloud core interface does not contain any type of flashes or flashing objects.

Criteria	Conformance Level	Remarks and Explanations
<b>2.4.1 Bypass Blocks</b> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive 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><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to: 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>Salesforce Automotive 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 pages/modals within the Salesforce Automotive Cloud ("Create Appraisal" modal, "Add Appraisal Item" modal, "SETUP Appraisal Management Settings" page, "Search Results" page, "New Proposals" modal, "Document Checklist Item" details page) have insufficiently descriptive page/modal title.</li> <li>The "Filters" dialog in the "Knowledge" card within the "Asset Details" page is missing a title.</li> </ul>
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to: 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>Salesforce Automotive 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. Salesforce Automotive 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 Salesforce Automotive Cloud pages ("Create Appraisal" modal, "Add Appraisal Item" modal, "Asset Details" page, "Inventory Management Agent", "Loan Application Intake" CRM and Experience Site pages, "Validate Document" page, "Validate Document" modal, "Event Orchestration Builder" page).</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.4 Link Purpose (In Context)</u></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 Salesforce Automotive Cloud provide a purpose both through the link text itself and the title attribute, even when reading out of context.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• The "Show More" link in the Einstein Assistant Panel (Asset Finance Management Agent) has a generic text that does not identify the link purpose.</li> </ul>
<p><b><u>2.5.1 Pointer Gestures</u></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	<p>Salesforce Automotive Cloud can be operated with a single pointer, without multipoint or path-based gestures for an operation.</p>



Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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> Revised Section 508 – Does not apply	Supports	Salesforce Automotive Cloud does not have any functionality that can be operated or executed using a single pointer cancellation.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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> Revised Section 508 – Does not apply	Supports	Salesforce Automotive Cloud user interface has labels that include text or images of text that are visually presented with the name of the text.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.4 Motion Actuation</a> (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	Salesforce Automotive Cloud does not contain functionality that can only be operated via device or user motion.
<p><a href="#">3.1.1 Language of Page</a> (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 Salesforce Automotive Cloud page.

Criteria	Conformance Level	Remarks and Explanations
<b>3.2.1 On Focus</b> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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 Salesforce Automotive Cloud user interface when a component receives focus.
<b>3.2.2 On Input</b> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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 Salesforce Automotive Cloud user interface does not initiate any change of context.

Criteria	Conformance Level	Remarks and Explanations
<b>3.2.6 Consistent Help</b> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	All human contact / automated help mechanisms within Salesforce Automotive Cloud are located consistently in the same order & location relative to the other page content as it does throughout the site.
<b>3.3.1 Error Identification</b> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Users are visually notified when an input error is detected within the Salesforce Automotive 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.  However, there are a few exceptions: <ul style="list-style-type: none"> <li>Some messages within the Salesforce Automotive Cloud ("Add Appraisal Item" modal, "Loan Application Intake" CRM page, "New Proposals" modal) appear immediately upon field focus, before any user input or form submission.</li> <li>The error message in "Date of Birth" and "Validity Start Date" input fields within the "Loan Application Intake" CRM page is announced while the user is still navigating the form field.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<b>3.3.2 Labels or Instructions</b> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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 Salesforce Automotive Cloud core features, can be operated, and accessed by using assistive technology. The form label elements within the Salesforce Automotive 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 form controls within the Salesforce Automotive Cloud pages ("Search Results" page, "Loan Application Intake" CRM page) are missing instruction(s).</li> <li>Some radio button groupings within the Salesforce Automotive Cloud pages ("Add Appraisal Item" modal, "Payment Deferral Agent") are missing semantic grouping.</li> <li>Some form controls within the Salesforce Automotive Cloud pages ("Add Appraisal item" modal, "Loan Application Intake" CRM and Experience Site pages) are missing label association.</li> <li>The agent item radio buttons in the multi-agent container with the Einstein Assistant Panel (Inventory Management Agent) utilize the required attribute incorrectly.</li> <li>The "Upload Files or drop files" input field in the "Upload Documents" modal within the "Loan Application Intake" CRM page is missing a visible label text.</li> </ul>
<b>3.3.7 Redundant Entry</b> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	<p>Salesforce Automotive Cloud user interface provides users with non-manual options to input previous entry.</p>

Criteria	Conformance Level	Remarks and Explanations
<b>4.1.1 Parsing</b> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	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> .
<b>4.1.2 Name, Role, Value</b> (Level A) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	The name, role, and value used in Salesforce Automotive Cloud user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs.  However, there are a few exceptions: <ul style="list-style-type: none"> <li>The currently selected state of some form controls within the Salesforce Automotive Cloud pages ("Add Appraisal Item" modal, "Loan Application Intake" CRM and Experience Site pages) are not announced.</li> <li>Some form controls within the Salesforce Automotive Cloud pages ("Inventory Management Agent", "Event Orchestration Builder" page) do not have an accessible name.</li> <li>The dynamic content change, resulting from user input, in the "Select Stipulations" screen within the "New Proposals" modal is not detected and is not announced by AT.</li> </ul>

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.4 Captions (Live)</b> (Level AA) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive Cloud does not include any live audio and video content.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive Cloud does not contain any audio description (prerecorded).
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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> Revised Section 508 – Does not apply	Supports	Salesforce Automotive Cloud does not restrict view and operation to a single display orientation.



Criteria	Conformance Level	Remarks and Explanations
<p><u><a href="#">1.3.5 Identify Input Purpose</a></u> (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	<p>Salesforce Automotive 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.</p>
<p><u><a href="#">1.4.3 Contrast (Minimum)</a></u> (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 Salesforce Automotive 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 within the Salesforce Automotive Cloud pages ("Appraisal Details" page, "Asset Details" page).</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to: 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 Salesforce Automotive 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 Salesforce Automotive Cloud pages ("Appraisal Details" page, "Add Appraisal Item" modal, "Appraisal Item Details" page, "New Appraisal Adjustment" modal, "SETUP Appraisal Management Settings" page, "Asset Details" page, "Loan Application Intake" CRM and Experience Site pages, "Application Form Product" details page, "New Proposals" modal, "Document Checklist Item" details page, "Validate Document" page) contain issues with content information being cut off/overlapped.</li> </ul>
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to: 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>	Supports	<p>Salesforce Automotive 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:</p> <p>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>	Partially Supports	<p>Salesforce Automotive 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 Salesforce Automotive Cloud pages ("SETUP Appraisal Management Settings" page, "Driver 360 Agent") is lost and requires two-dimensional scrolling.</li> </ul>
<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>Salesforce Automotive 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 form controls within the Salesforce Automotive Cloud pages ("Loan Application Intake" Experience Site page, "Validate Document" modal) does not meet the contrast ratio of at least 3:1 against adjacent color(s).</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.12 Text Spacing</a> (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	Salesforce Automotive 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><a href="#">1.4.13 Content on Hover or Focus</a> (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	Salesforce Automotive Cloud user interface works in coordination with keyboard focus or pointer hover.

Criteria	Conformance Level	Remarks and Explanations
<b>2.4.5 Multiple Ways</b> (Level AA) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive 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
<b>2.4.6 Headings and Labels</b> (Level AA) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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>Salesforce Automotive Cloud contains descriptive headings and text labels to inform assistive technology users of their location and current activity.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>Multiple form controls with the identical label text are present in some Salesforce Automotive Cloud pages ("Loan Application Intake" CRM and Experience Site pages).</li> </ul>
<b>2.4.7 Focus Visible</b> (Level AA) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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 Salesforce Automotive 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 elements within some Salesforce Automotive Cloud pages ("Asset Details" page, "Loan Application Intake" CRM and Experience Site pages).</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	<p>All Salesforce Automotive 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.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>The "Model Year" form control, "Total Quantity At Location" column header, and the corresponding gridcell(s) in the "Search Results" page, at the time of receiving keyboard focus, are entirely obscured by the author-created content Einstein Assistant panel in its initial position.</li> </ul>
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	<p>Pointer dragging actions within Salesforce Automotive Cloud can be achieved with a single pointer without dragging movement, for example, with point-and-click mechanism or input actionable menus.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>The single pointer operation of the canvas in the "Event Orchestration Builder" page does not have an alternative to dragging action.</li> </ul>
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	<p>All Salesforce Automotive Cloud pointer / touch Interactive elements have sufficient size and spacing.</p>

Criteria	Conformance Level	Remarks and Explanations
<b>3.1.2 Language of Parts</b> (Level AA) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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 Salesforce Automotive 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
<b>3.2.3 Consistent Navigation</b> (Level AA) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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	Salesforce Automotive Cloud provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
<b><u>3.2.4 Consistent Identification</u></b> (Level AA) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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 Salesforce Automotive Cloud pages.

Criteria	Conformance Level	Remarks and Explanations
<b>3.3.3 Error Suggestion</b> (Level AA) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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 Salesforce Automotive 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>The error messages displayed within some Salesforce Automotive Cloud pages ("Loan Application Intake" CRM and Experience Site pages, "New Proposals" modal) are imprecise and do not provide users with correct data entry suggestion to resolve the input error(s).</li> </ul>
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) Also applies to: EN 301 549 Criteria <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> Revised Section 508 <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>Data entered by users within Salesforce Automotive Cloud functionalities are checked using validation methods to help users confirm and correct data submissions. Salesforce Automotive Cloud does not contain forms that cause legal commitments or financial transactions.</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Salesforce Automotive Cloud has an accessible authentication process implemented either as an alternative to cognitive function test or as a primary method of authentication.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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> Revised Section 508 – Does not apply	Partially Supports	<p>Salesforce Automotive 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 error messages displayed visually within the Salesforce Automotive Cloud pages ("Asset Details" page, "Search Results" page, "Due Date Change Agent", "Loan Application Intake" CRM and Experience pages, "Application Form Product" details page, "New Proposals" modal) are not announced by screen readers.</li> </ul>

**Table 3: Success Criteria, Level AAA**

Notes: Salesforce Automotive 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	Salesforce Automotive 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 Salesforce Automotive 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	Salesforce Automotive Cloud supports standard browser magnification and contrast adjustments. Salesforce Automotive 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	Salesforce Automotive 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	Salesforce Automotive Cloud does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	Not Applicable	Salesforce Automotive Cloud does not include audio-only features that require hearing to be used.
302.6 Without Speech	Supports	Salesforce Automotive Cloud does not require speech to operate or retrieve information. Support services related to Salesforce Automotive Cloud can be found on the Salesforce.com website. Currently, telephone communication provision does not support TTY

Criteria	Conformance Level	Remarks and Explanations
		or relay services. Users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a>
302.7 With Limited Manipulation	Supports	Salesforce Automotive Cloud supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Salesforce Automotive Cloud user interface does not require fine motor skills controls or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	Salesforce Automotive Cloud does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce Automotive 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	Salesforce Automotive Cloud does not function in a way that is prohibitive to users with cognitive or learning impairment. Salesforce provides information on Salesforce Automotive 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
<i>601.1 Scope</i>	Heading cell – no response required	Heading cell – no response required
<i><a href="#">602 Support Documentation</a></i>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>
602.3 Electronic Support Documentation	See <u>WCAG 2.x</u> 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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>
<b><u>603 Support Services</u></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 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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>

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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	Salesforce Automotive 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	Salesforce Automotive 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	Salesforce Automotive Cloud does not include audio-only features that require hearing to be used.
4.2.5 Usage with limited hearing	Not Applicable	Salesforce Automotive 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	Salesforce Automotive Cloud does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Salesforce Automotive Cloud supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Not Applicable	Salesforce Automotive Cloud is not installed or requires any physical reach.
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Salesforce Automotive Cloud does not include visual features with flashing that could trigger seizures.



Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Salesforce Automotive 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	Salesforce Automotive 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