



Salesforce Accessibility Conformance Report International Edition

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

Name of Product/Version:	Salesforce Customer Service / Winter '25
Report Date:	January 2025
Product Description:	Salesforce Customer Service is a solution that helps businesses manage customer interactions across channels, from self-service and phone to messaging and email. It streamlines customer support processes and provides features like case management, digital engagement, knowledge management, and collaboration to help companies solve customer inquiries faster and increase customer satisfaction.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes the following functionalities / components: Service Intelligence, Service GPT, Self Service LWR, Knowledge Management, and My Service Journey. For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility
Evaluation Methods Used:	Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. Testing included a representative sample of different pages, states and content types. The following operating system, browsers, toolsets, and screen readers are used for evaluation: Windows 11, JAWS/Chrome, NVDA/Firefox, VoiceOver/Chrome (spot-checks), manual accessibility testing, and keyboard testing with visual focus.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	Yes

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 - Documentation
- Revised Section 508: Chapter 5 - 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 - 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The default images provided within the standard Salesforce Customer Service core features have a meaningful alternative (alt) text description. Non-relevant or decorative images have null alt attributes or are inserted as background image. Non-text content controls / inputs have accessible names.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Various non-text content info tooltip buttons in the "Knowledge Performance" page do not have an accessible name.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Salesforce Customer Service does not include any prerecorded audio-only or video-only as standard default functionality.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Salesforce Customer Service does not include prerecorded audio or video as a standard default functionality. Salesforce Customer Service 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>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Salesforce Customer Service 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>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Salesforce Customer Service 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"> • Various form controls within the Salesforce Customer Service pages have insufficiently descriptive assistive text ("SETUP Service Intelligence", "Home (My Performance)", "Service Intelligence", "Knowledge Performance", "SETUP Service AI Grounding", "Case Record", "Data Category Activation", "SETUP Unified Knowledge - Add A Source", "Data Category Management", "New Item" pages, "Configure Installation", "Lightning Knowledge Setup" modals, "Data Category Path Component Property", "Knowledge Article Component Property" panels, "Categories" card). • Some of the widget items and gridcells within the Salesforce Customer Service pages are missing programmatic association with text / column headers ("Home (My Performance)", "Knowledge Performance" pages). • Some of the form controls within the Salesforce Customer Service pages have incorrect code implementation ("SETUP Service Intelligence", "Service Intelligence", "Knowledge Performance", "Data Category Activation" pages, "Lightning Knowledge Setup", "Edit Article Categories" modals). • Some of the heading texts within the Salesforce Customer Service pages are presented as a visual heading but are not implemented as programmatically determinable heading ("Service Intelligence", "Knowledge Performance" pages).

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Salesforce Customer Service 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.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All instructions for operating within Salesforce Customer Service 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
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Salesforce Customer Service 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><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Salesforce Customer Service page does not include audio or video content by default.

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Salesforce Customer Service 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"> • Some of the UI elements within the Salesforce Customer Service pages are not keyboard-accessible ("Home (My Performance)", "Knowledge Performance" pages, "Configure Installation", "Lightning Knowledge Setup" modals).
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Salesforce Customer Service 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
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Customer Service 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.
<p>2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Salesforce Customer Service provides session time alerts and provides options to select additional time for continuing the login session.

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Salesforce Customer Service does not include moving, blinking, scrolling, or auto-updating information.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Salesforce Customer Service core interface does not contain any type of flashes or flashing objects.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Supports</p>	<p>Salesforce Customer Service core contains marked headings and WAI-ARIA landmarks to help users rapidly navigate to the desired content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Salesforce Customer Service contains meaningful and relevant page titles that indicate the topic or purpose of each page.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Salesforce Customer Service 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 Customer Service 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"> • The keyboard focus order is not correctly provided within some Salesforce Customer Service pages ("Service Intelligence", "Knowledge Performance", "Data Category Activation", "Capability Navigator" pages, "Configure Installation", "Connect an Org", "Lightning Knowledge Setup", "Edit Article Categories" modals, "Capability Preview" panel).
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Link elements within Salesforce Customer Service 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"> • The "Learn More" link in the "Connect an Org" modal has a generic text that does not identify its purpose.

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Customer Service can be operated with a single pointer, without multipoint or path-based gestures for an operation.
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Customer Service does not have any functionality that can be operated or executed using a single pointer cancellation.

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	Supports	Salesforce Customer Service user interface has labels that include text or images of text that are visually presented with the name of the text.
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	Not Applicable	Salesforce Customer Service does not contain functionality that can only be operated via device or user motion.

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The default language of the page is specified or set on the HTML tag for the Salesforce Customer Service page.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There is no context change within the Salesforce Customer Service user interface when a component receives focus.

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Changing the setting of core components and features in the Salesforce Customer Service user interface does not initiate any change of context.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Users are visually notified when an input error is detected within the Salesforce Customer Service data entry forms if a required field has not been completed. Proper error information is provided for the visual users in the form of visual text on the field level input elements, to enable the users to identify which fields were omitted and must be completed.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Some of the error messages displayed within the Salesforce Customer Service pages are not detected and announced by screen readers ("SETUP Einstein Knowledge Creation" page, "Draft a Knowledge Article" modal).

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The electronic form controls, including input fields and buttons in the Salesforce Customer Service core features, can be operated, and accessed by using assistive technology. The form label elements within the Salesforce Customer Service core features are properly associated and placed in line with the form fields.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Some of the combobox input elements within the Salesforce Customer Service pages are missing label association ("SETUP Service Intelligence", "Capability Navigator", "Capability Detail" pages). • The "View by" label for the button group in the "Avg. Time to Close (Hours)" chart widget section of the "Service Intelligence" page is missing semantic grouping. • The "Audience" radio button grouping in the "Add A Source" page is missing semantic grouping – Fieldset / Legend. • The "Item Details" and "Fulfillment Configuration" vertical navigation list items within the "New Item" page are not programmatically identified or announced as required by screen readers as visually shown by a red asterisk (*).

Criteria	Conformance Level	Remarks and Explanations
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Salesforce Customer Service provides semantically correct markup for all interface elements. The HTML elements used within core features have complete start and end tags.
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The name, role, and value used in Salesforce Customer Service 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"> • The dynamic content change resulting from user input within some Salesforce Customer Service pages are not detected and are not announced by AT ("Data Category Activation" page, "Configure Installation", "Select A Fulfillment" modals). • The header section details in the "Knowledge Record" page are announced as a list. • The current selected state of the vertical navigation list item in the "Data Category Activation" page is not announced by screen readers.

Table 2: Success Criteria, Level AA

Notes:

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

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Customer Service does not restrict view and operation to a single display orientation.
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Customer Service 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>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The default and standard features within the Salesforce Customer Service 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 is an exception:</p> <ul style="list-style-type: none"> • The color contrast failed for the minimum contrast ratio requirement for the "Engagements" tab text in the "Knowledge Performance" page.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The text and images within the Salesforce Customer Service 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"> • Zoomed to 200% at the 1280x1024 display resolution, some sections within the Salesforce Customer Service pages contain issue with content information being cut off / overlapped ("Service Intelligence", "Knowledge Performance", "SETUP Einstein Knowledge Creation", "SETUP Service AI Grounding", "Case Record", "Data Category Management", "Capability Navigator" pages, "Lightning Knowledge Setup" modal).
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Salesforce Customer Service user interface does not contain images in lieu of text. All text content within is included as pure text.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not Applicable	Salesforce Customer Service components are not designed to be viewed on smaller screen sizes.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Salesforce Customer Service components and user controls mostly 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"> • The visual presentation of various icons, list items, lines, table rows within the Salesforce Customer Service pages does not meet the contrast ratio of at least 3:1 against adjacent color(s) ("Knowledge Performance", "Data Category Activation", "New Item" pages, "Lightning Knowledge Setup" modal, "Data Category Path Component Property" panel).

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Customer Service 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><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Salesforce Customer Service user interface works in coordination with keyboard focus or pointer hover.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • The tooltip information provided across Salesforce Customer Service pages does not allow the mouse pointer to be moved over the tooltip content without the additional content disappearing ("New Item" page, "Draft a Knowledge Article" modal, "Data Category Path Component Property", "Knowledge Article Component Property" panels).

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Salesforce Customer Service 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.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Salesforce Customer Service contains descriptive headings and text labels to inform assistive technology users of their location and current activity.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The focus indicator within the Salesforce Customer Service user interface and controls are always visible and contrast well with the surrounding content and background.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The human language information in the Salesforce Customer Service 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><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Salesforce Customer Service provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies.
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Components and user interface controls are identified consistently for the same functionality across all Salesforce Customer Service pages.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Whenever an error is automatically detected within Salesforce Customer Service data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Data entered by users within Salesforce Customer Service functionalities are checked using validation methods to help users confirm and correct data submissions. Salesforce Customer Service does not contain forms that cause legal commitments or financial transactions.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Salesforce Customer Service 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"> • Some of the notification messages within the Salesforce Customer Service pages are not announced by screen readers ("SETUP Einstein Knowledge Creation" page, "Configure Installation", "Edit Data Category" modals).

Table 3: Success Criteria, Level AAA

Notes: Salesforce Customer Service has not been evaluated for WCAG 2.1 Level AAA conformance.



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Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Salesforce Customer Service uses standard platform attributes to describe the identity, operation, and state of user interface elements to assistive technologies. The core features and controls in the Salesforce Customer Service 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 Customer Service supports standard browser magnification and contrast adjustments. Salesforce Customer Service is compatible with assistive technologies and supports the use of screen readers for the visually impaired. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.3 Without Perception of Color	Partially Supports	Salesforce Customer Service 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 Customer Service does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	Not Applicable	Salesforce Customer Service does not include audio-only features that require hearing to be used.
302.6 Without Speech	Supports	Salesforce Customer Service does not require speech to operate or retrieve information. Support services related to Salesforce Customer Service can be found on the Salesforce.com website. Currently, telephone communication provision does not support TTY or relay services.

Criteria	Conformance Level	Remarks and Explanations
		Users with disabilities can open support request directly at http://help.salesforce.com
302.7 With Limited Manipulation	Supports	Salesforce Customer Service supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Salesforce Customer Service user interface does not require fine motor skills controls or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	Salesforce Customer Service does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce Customer Service 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 Customer Service does not function in a way that is prohibitive to users with cognitive or learning impairment. Salesforce provides information on Salesforce Customer Service accessibility features in the documentation. End-users with disabilities can open support request directly at http://help.salesforce.com However, there are some exceptions. Refer to the WCAG 2.x section for details.

Chapter 4: [Hardware](#)

Notes: This product is a web application and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes: This product is a web application and is not subject to the requirements of this section.

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<i>601.1 Scope</i>	Heading cell – no response required	Heading cell – no response required
<i>602 Support Documentation</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 http://help.salesforce.com
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 http://help.salesforce.com
<i>603 Support Services</i>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		Salesforce provides electronic versions of all product support documentation related to this product’s accessibility. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
603.3 Accommodation of Communication Needs		Support services related to this product can be found at the Salesforce.com help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support requests directly at http://help.salesforce.com

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Notes:

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Salesforce Customer Service 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 Customer Service 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	Partially Supports	Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information.
4.2.4 Usage without hearing	Not Applicable	Salesforce Customer Service does not include audio-only features that require hearing to be used.
4.2.5 Usage with limited hearing	Not Applicable	Salesforce Customer Service 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 Customer Service does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Salesforce Customer Service supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Not Applicable	Salesforce Customer Service is not installed or requires any physical reach.
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Salesforce Customer Service 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 Customer Service 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 Customer Service does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements.

Chapter 5: [Generic Requirements](#)

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

Chapter 6: [ICT with Two-Way Voice Communication](#)

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

Chapter 7: [ICT with Video Capabilities](#)

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

Chapter 8: [Hardware](#)

Notes: Not Applicable

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

Notes: Not Applicable

Chapter 10: [Non-Web Documents](#)

Notes: Not Applicable

Chapter 11: [Software](#)

Notes: Not Applicable

Chapter 12: [Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	See information in WCAG 2.x (602.2) section
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	See information in WCAG 2.x (603.2) section
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable