



Salesforce Accessibility Conformance Report International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.5

Name of Product/Version:	Salesforce Einstein Conversation Insights
Report Date:	October 2025
Product Description:	Call processing feature to analyze voice & video calls to generate useful call insights, transcripts, and follow-up actions.
Contact information:	accessibility@salesforce.com
Notes:	<p>The scope of this ACR includes Salesforce Einstein Conversation Insights functionality such as Video Call, Einstein (Call Explorer), Opportunity (Activity - Call), Voice Call, Conversation Insights (Hub, Upload, Conversations, Signals, Analytics), Setup (Call Insights, General Settings, Status and Usage) and Setup - Configure Insights (Keyword - Competitor, Generative Insight).</p> <p>For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility</p>
Evaluation Methods Used:	<p>Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. The following operating systems, browsers, toolsets, and screen readers are used for evaluation: Windows 11, JAWS/Chrome, NVDA/Firefox, macOS, VoiceOver/Safari (spot checks), manual accessibility testing, and keyboard testing with visual focus.</p> <p>Testing included a representative sample of different pages, states, and content types.</p>

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<u>Web Content Accessibility Guidelines 2.0</u>	Level A - Yes Level AA - Yes Level AAA - No
<u>Web Content Accessibility Guidelines 2.1</u>	Level A - Yes Level AA - Yes Level AAA - No
<u>Web Content Accessibility Guidelines 2.2</u>	Level A - Yes Level AA - Yes Level AAA - No
<u>Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</u>	Yes
<u>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)</u>	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 only be used in WCAG Level AAA criteria.

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 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (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) 	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights generally provides text alternatives for non-text content, contributing to a usable experience for many assistive technology users. However, some areas require improvement:</p> <ul style="list-style-type: none"> • Many meaningful images and icons either lack descriptive, accessible names or are incorrectly hidden from assistive technologies. • SVG graphics often fail to convey their full content or meaning to non-sighted users. • One instance where the accessible name for an interactive icon button is inaccurate, describing its current state rather than the intended action. • One instance when no results for a chart is not programmatically discoverable by screen readers.
<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) 	Web: Does Not Support	<p>Web: Salesforce Einstein Conversation Insights does not provide a text alternative (transcript) for the recorded audio-only voice call. Even though the audit includes only one page with the only instance of audio-only content, that content is entirely inaccessible to users who are deaf or hard of hearing, as well as to those who prefer text-only content.</p>

Criteria	Conformance Level	Remarks and Explanations
<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) 	Web: Does Not Support	Web: Salesforce Einstein Conversation Insights does not provide captions for prerecorded audio-video content. The "Meeting Playback" video is the only instance of video content audited that specifically lacks captions. Although a "synced transcript" is presented as a separate scrolling block of text next to the video, it is generally not considered a sufficient alternative to captions.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	Web: Although Salesforce Einstein Conversation Insights includes a prerecorded video call, the visual content of the call is not significant and therefore does not require Audio Description or Media Alternative.

<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: 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>Web: Partially Supports</p>	<p>Web: Salesforce Einstein Conversation Insights generally uses semantic elements for basic content structure, such as paragraphs and some headings, which help convey information. However, there are several areas where information, structures, and relationships are not fully or accurately conveyed to assistive technology users:</p> <ul style="list-style-type: none"> • Heading Structure: Many pages exhibit an inconsistent or illogical heading hierarchy, with text styled as headings not semantically marked, or non-heading text incorrectly marked as such. • List and Grouping Semantics: Several instances of related content, such as metadata, key-value pairs, and groups of interactive buttons (including toggle buttons and filter dropdowns), are not programmatically grouped or marked up as lists, obscuring their relationships. • Complex Interactive Elements: Critical information and relationships within complex components like charts (horizontal bar graphs, line charts) are often not programmatically conveyed. This includes issues with visually hidden content, incorrect roles, and confusing keyboard interactions that lead to contradictory announcements and a lack of context. • Form Element Associations: Input instructions and required states for form fields are sometimes not programmatically associated with their respective fields, making it difficult for assistive technology users to understand input requirements. • Interactive Element Announcements: Inaccurate or confusing information is announced for some interactive elements, such as "Helpful" and "Not Helpful" buttons, due to nested elements and redundant ARIA attributes.
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Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Table Structure: Table headings are occasionally not programmatically linked to their associated tables. Structural Redundancy: A few instances of redundant landmark roles (e.g., nested 'main' elements), which can add unnecessary verbosity. Dynamic Content Announcements: Tooltip content that appears on hover is sometimes not announced to screen reader users.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: 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) 	Web: Partially Supports	Web: Salesforce Einstein Conversation Insights generally presents content in a meaningful sequence, allowing many users to navigate and understand information effectively. However, there are some exceptions where the programmatic sequence does not match the visual order or intended relationships: <ul style="list-style-type: none"> Chart Content: The reading order of some chart content, including overall chart information, specific data points, and visually hidden numerical lists for horizontal bar charts, is announced out of its logical visual sequence. For example, chart names may be announced collectively before their corresponding data, and numbers within a bar chart may be announced in a non-sequential order. Key-Value Pairs: The relationship between some key-value pairs is broken in the announced sequence, with values being read separately from their associated labels. Visually Hidden Content: Content from inactive or visually hidden panels (e.g., "Call details" panel) is sometimes prematurely exposed to screen readers, leading to announcements of irrelevant or nonsensical interactive elements and dialogs.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: 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) 	Web: Supports	Web: Product user interface content is provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: 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) 	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights generally avoids relying solely on color to convey information, which is beneficial for users with color perception differences. However, there are a few instances where color is the only visual cue:</p> <ul style="list-style-type: none"> • On the 'Conversation Insights - Signals' page, color alone is used to associate legend items with their corresponding graph segments. • Links on the 'Setup - General Settings' page rely solely on color to distinguish them from surrounding text.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: 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) 	Web: Supports	Web: Product does not contain any audio content that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: 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) 	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights generally ensures that functionality is operable via keyboard, which is a good foundation for accessibility. However, there are specific instances and a small number of pages where keyboard operability is not fully supported, creating barriers for users who rely on keyboard navigation:</p> <ul style="list-style-type: none"> • Interactive Elements: A few interactive elements, such as "View Comment" and "Discard" buttons, and specific data points on line graphs (which reveal additional information on hover), cannot be activated or accessed by keyboard users. • Tooltips and Video Controls: Tooltip content, which provides important context for various buttons, and critical video player controls (e.g., "Play/Pause," "Skip Backward/Forward," "Previous/Next Mention," "Toggle Mute") are not consistently accessible to keyboard users, as their content does not appear on keyboard focus or the controls themselves are inoperable. • Localized Unexpected Behavior: On one specific page, activating "Helpful" or "Not Helpful" buttons with NVDA in Firefox unexpectedly expands or collapses accordion content instead of performing their intended function, preventing screen reader users from interacting with these controls.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.2 No Keyboard Trap</u> (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) 	Web: Supports	Web: This criterion must be fully supported to claim conformance with WCAG (see Conformance Requirement 5.2.5 Non-interference). Salesforce Einstein Conversation Insights supports standard keyboard navigation and ensures that keyboard users cannot be trapped in a subset of content. The keyboard focus is not locked or trapped at any page element.
<p><u>2.1.4 Character Key Shortcuts</u> (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"> • 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>	Web: Supports	Web: Salesforce Einstein Conversation Insights does not rely on single-character keyboard shortcuts.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>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) 	Web: Supports	Web: Salesforce Einstein Conversation Insights does not impose any time limits on the content.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.2 Pause, Stop, Hide</u> (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) 	Web: Supports	Web: Salesforce Einstein Conversation Insights allows moving, blinking, and scrolling content to be paused, stopped, or hidden.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (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) 	Web: Supports	Web: Salesforce Einstein Conversation Insights does not contain any flashes or flashing objects.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: Salesforce Einstein Conversation Insights enables users to skip repetitive content blocks when navigating across a set of web pages.
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights generally provides descriptive page titles that aid user orientation and navigation. However, there are a few exceptions where page titles are not sufficiently informative:</p> <ul style="list-style-type: none"> • A few key pages (e.g., "Conversation Insights - Hub," "Conversation Insights - Signals," "Conversation Insights - Analytics") use a generic title ("Lightning Experience Salesforce") that does not accurately describe their specific content or purpose. <p>This can make it challenging for users, particularly those using screen readers or navigating multiple browser tabs, to understand the context of these pages quickly.</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) 	Web: Does Not Support	<p>Web: Salesforce Einstein Conversation Insights does not consistently manage keyboard focus logically and predictably, creating significant navigation barriers for keyboard and screen reader users, including:</p> <ul style="list-style-type: none"> • Focus Mismanagement after Interaction: Frequently, focus is lost, misdirected to irrelevant areas, or remains on the activating control instead of moving to the logical next element after interactions (e.g., button activations, closing panels, or content changes in tabs and multi-step forms). • Unexpected Focus: Occasionally, focus is unexpectedly directed to unrelated or hidden elements, causing disorientation and confusion. • Error Handling: When forms are submitted with invalid data, focus sometimes fails to move to the first invalid field, hindering error correction. • Intermittent Issues: Occasional focus problems with toggle buttons and platform-specific focus loss (e.g., macOS/VoiceOver) further contribute to an unpredictable experience.
<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) 	Web: Supports	<p>Web: Salesforce Einstein Conversation Insights provides useful link text, even when reading out of context.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)</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>	Web: Supports	Web: Salesforce Einstein Conversation Insights can be operated with a single pointer, without multi-point or path-based gestures.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2)</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>	Web: Supports	Web: Salesforce Einstein Conversation Insights supports pointer cancellation for functionality that can be operated using a single pointer.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2)</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>	Web: Partially Supports	Web: Salesforce Einstein Conversation Insights generally ensures that accessible names contain visible label text. However, there is an exception: A non-interactive description list is incorrectly made focusable and given an inaccurate accessible name ("This is Number widget"). This causes confusing and irrelevant announcements by screen readers, as the accessible name does not match the non-interactive nature or actual content of the list items.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2)</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>	Web: Supports	Web: Salesforce Einstein Conversation Insights does not contain functionality that can only be operated via device or user motion.
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to: 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) 	Web: Supports	Web: Salesforce Einstein Conversation Insights specifies the default language for pages in the HTML.
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to: 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) 	Web: Supports	Web: There are no context changes within the Salesforce Einstein Conversation Insights user interface when components receive focus.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.2 On Input</u> (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) 	Web: Supports	Web: Changing the settings of core components and features in Salesforce Einstein Conversation Insights does not cause unexpected changes in context.
<p><u>3.2.6 Consistent Help</u> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Help mechanisms across Salesforce Einstein Conversation Insights occur in the same order relative to other pages.
<p><u>3.3.1 Error Identification</u> (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) 	Web: Partially Supports	Web: Salesforce Einstein Conversation Insights generally provides some visual cues for error identification, such as icons and color changes. However, there is one instance where the error message is not fully or clearly presented to all users: When the 'Call Explorer' form is submitted without input, a visible error message is not displayed.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.2 Labels or Instructions</u> (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) 	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights partially supports this criterion. Although instructions and labels are generally provided, there are a few occurrences where form fields lack a permanent visible label and/or rely on placeholder text for either the label or instructions:</p> <ul style="list-style-type: none"> • Some form fields, such as the "Customer" combobox, lack a visible label. • Other input fields, such as "Ask a question about the call...", "Name", and "Insight Instructions", use placeholder text for their visible labels or instructions. <p>This can make it difficult for users, particularly those with cognitive or memory challenges, to understand the purpose of the fields once the placeholder text disappears.</p>
<p><u>3.3.7 Redundant Entry</u> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Salesforce Einstein Conversation Insights does not require information to be entered multiple times in the same process.
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer 'Supports'</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</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) 	Web: Not Evaluated	Web: This criterion has been removed from WCAG 2.2. In WCAG 2.1 and 2.0, this Success Criterion should be considered as always satisfied for any content using HTML or XML.

Criteria	Conformance Level	Remarks and Explanations
<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) 	Web: Partially Supports	<p>Web: Frequently, user interface components do not programmatically convey their name, role, or state, including:</p> <ul style="list-style-type: none"> • Several expand/collapse buttons and buttons that trigger dialogs/panels either incorrectly convey their expanded/collapsed state via their accessible name or are missing the aria-expanded and/or aria-haspopup attributes. • Some toggle buttons do not communicate their pressed state. • A few interactive buttons lack accessible names. • Several custom dialogs or popups lack the required dialog role and/or an accessible name. • Options within some comboboxes do not programmatically communicate their selected state. • Several interactive card components are missing appropriate semantic roles (link or button).

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) 	Web: Not Applicable	Web: Salesforce Einstein Conversation Insights does not include any live audio or 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) 	Web: Not Applicable	Web: Salesforce Einstein Conversation Insights does not include audio-video content as default functionality.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.4 Orientation</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"> • 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>	Web: Supports	Web: Salesforce Einstein Conversation Insights does not restrict views or operations to a single display orientation.
<p><u>1.3.5 Identify Input Purpose</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"> • 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>	Web: Supports	Web: Salesforce Einstein Conversation Insights does not have many input fields that require autocomplete support.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.3 Contrast (Minimum)</u> (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) 	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights generally aims for good colour contrast, which is beneficial for many users. However, there are several areas where text contrast falls short of the minimum requirements:</p> <ul style="list-style-type: none"> • Text in various interactive elements, such as unselected options in playback rate controls and buttons in their hover state, does not meet the required 4.5:1 contrast ratio against their background. • Header banner text and general links, particularly when the page is zoomed to 200% or when overlaid on complex background graphics, often lack sufficient contrast. This makes the text difficult to read against varying background colours, such as those in illustrative images.
<p><u>1.4.4 Resize text</u> (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) 	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights generally allows text resizing, which is a positive step towards accessibility. However, several areas experience significant issues when the text is increased to 200%:</p> <ul style="list-style-type: none"> • Header banner text, main content, and chart legends frequently cut off, overlap, or overrun their containers. • Important metadata in page headers, such as call duration or owner names, often disappears or is truncated. • Dynamic content, including data update messages, visible labels for dropdowns, and labels on horizontal bar graphs, is sometimes cut off or truncated. • Sticky elements, such as footers, occasionally overlap and obscure other content when text is resized.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.5 Images of Text</u> (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) 	Web: Supports	Web: Salesforce Einstein Conversation Insights user interface does not contain images instead of text
<p><u>1.4.10 Reflow</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"> • 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>	Web: Does Not Support	<p>Web: Salesforce Einstein Conversation Insights consistently fails to reflow content effectively when users zoom the page to 400% or view it at narrow screen widths (320 CSS pixels), leading to significant usability and functional barriers:</p> <ul style="list-style-type: none"> • Frequently, main content, headings, text, graphs, and interactive elements (such as comboboxes and buttons) are cut off, truncated, or overlap other content, rendering them unreadable or unusable. • Several pages and dialogs introduce horizontal scrollbars, requiring two-dimensional scrolling, which is disorienting and difficult for many users. • Critically, core functionality in several main content areas and panels completely breaks, with content becoming entirely hidden and inaccessible when zoomed to 400%.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: 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>	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights provides some visual indicators and interactive elements with adequate contrast. However, many non-text elements across the interface do not meet the minimum contrast requirements, impacting usability for users with low vision or colour perception differences:</p> <ul style="list-style-type: none"> • Often, focus indicators for buttons, chart titles, and legends lack sufficient contrast against their backgrounds, making it difficult to track keyboard focus. • Several interactive icons, such as the "Leave/View Comment" icon and video player controls (including play/pause and mute icons in various states), do not meet the required 3:1 contrast ratio. • Graphical components such as vertical playheads, conversation participant timelines, and comment bars often have low contrast against their backgrounds. • Chart elements, including legend items, line segments, and shaded areas, sometimes fail to meet the minimum contrast, especially when adjacent colours are similar. • Mini scrollbars and their indicators, which appear when content overflows, also exhibit poor contrast.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.12 Text Spacing</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"> • 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>	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights generally allows for some text spacing adjustments, which is helpful for users who need a custom reading experience. However, there are significant limitations and issues when users increase text spacing:</p> <ul style="list-style-type: none"> • Frequently, text content, including button labels, dropdown labels, chart legends, and metadata in page headers, is cut off, truncated, or overlaps with other elements. • Longer text strings within combobox dropdowns and introductory text in dialogs also experience overlapping or truncation. • In one instance, text within a "No results found" message does not respond to text spacing settings at all, preventing users from customizing its readability.
<p><u>1.4.13 Content on Hover or Focus</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"> • 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>	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights generally provides additional content on hover or focus, which keyboard users can dismiss. However, there is an exception:</p> <p>Content that appears when the info icons are hovered over cannot be dismissed. This can be problematic for users who need to interact with the content or who use screen magnification.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.5 Multiple Ways</u> (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 	Web: Supports	Web: Salesforce Einstein Conversation Insights contains contextual navigation methods that allow users to navigate to different sections or pages as desired.
<p><u>2.4.6 Headings and Labels</u> (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) 	Web: Partially Supports	Web: Salesforce Einstein Conversation Insights generally provides labels for interactive elements, which is a good foundation for user understanding. However, there are instances where labels are not sufficiently descriptive: Some form fields, particularly comboboxes, use ambiguous or non-unique labels (e.g., multiple "Related Record" labels), making it difficult for users to understand the precise purpose of each field.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.7 Focus Visible</u> (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) 	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights generally provides visible focus indicators for interactive elements, which aid keyboard navigation. However, there are a few exceptions where focus is not clearly visible:</p> <ul style="list-style-type: none"> • The video progress bar lacks a visible focus indicator. • Buttons designed to navigate within video content (e.g., "Move the player" buttons) are visually hidden and do not become visible when they receive keyboard focus, making them inaccessible to sighted keyboard users.
<p><u>2.4.11 Focus Not Obscured (Minimum)</u></p> <p>(Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights generally ensures that focused elements remain visible, which is crucial for keyboard navigation. However, there are a few instances where focused content is completely obscured:</p> <ul style="list-style-type: none"> • Occasionally, interactive elements such as tabs, buttons, and content within main areas are entirely hidden underneath sticky headers or panels when they receive keyboard focus. • In one instance, options within an upwardly expanding dropdown are completely cut off and obscured by a container, making them inaccessible.
<p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	<p>Web: Salesforce Einstein Conversation Insights provides a single pointer alternative to dragging movements.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights generally provides touch targets of an adequate size for many interactive elements. However, there are a few instances where touch targets do not meet the minimum size requirements, which can impact users with dexterity challenges or those using mobile devices:</p> <ul style="list-style-type: none"> • Buttons within conversation insights timelines have touch targets that are too small (below 10px by 10px). • Action buttons embedded within table column headers have touch targets that are smaller than recommended (16px by 20px). • Controls for resizing table columns also present undersized touch targets (12px by 32px), with visual space further reduced by overlapping elements.
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: 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) 	Web: Supports	<p>Web: Where the UI controls or content in Salesforce Einstein Conversation Insights is in a different language than the rest of the page, it is marked up with HTML language attributes.</p>

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 	Web: Supports	Web: Salesforce Einstein Conversation Insights provides consistent and repeated top menu navigation mechanisms across all pages.
<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 	Web: Supports	Web: Components and user interface controls with the same functionality are identified consistently across Salesforce Einstein Conversation Insights.

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) 	Web: Supports	Web: Salesforce Einstein Conversation Insights provides suggestions for correcting errors.
<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) 	Web: Supports	Web: Legal and financial data entered by users within Salesforce Einstein Conversation Insights can be checked and confirmed by the user before final submission.
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Salesforce Einstein Conversation Insights does not rely on cognitive function tests for authentication purposes.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p> <p>Also applies to: 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>	Web: Partially Supports	<p>Web: Salesforce Einstein Conversation Insights attempts to provide status messages to inform users of dynamic changes and loading states. However, these messages frequently fail to be announced to screen reader users, leading to a lack of critical feedback:</p> <ul style="list-style-type: none"> • Consistently, loading states for various actions, including file uploads, content block refreshes, tab changes, and filter applications, are not programmatically conveyed to assistive technologies. • Occasionally, new informational or error messages, such as those that appear after form validation, are visible to sighted users but not announced by screen readers. <p>The lack of programmatic announcement for dynamic updates means screen reader users are often unaware of changes in the application's state or the success/failure of their actions.</p>

Table 3: Success Criteria, Level AAA

Notes: This product has not been evaluated for WCAG 2.2 Level AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users without vision. Significant barriers include inaccessible audio-only content and inconsistent keyboard focus management. While keyboard operability is partially supported, some critical interactive elements remain inaccessible. Many meaningful non-text content elements lack descriptive text alternatives, content structure is often inconsistent, and interactive elements frequently do not programmatically convey their names, roles, or states. Screen reader users will experience disorientation due to generic page titles, content announced out of sequence, and status messages that are not announced.
302.2 With Limited Vision	Does Not Support	Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users with limited vision. Significant barriers include consistently mismanaged keyboard focus, and while keyboard operability is partially supported, some critical interactive elements remain inaccessible. Interactive elements also occasionally lack visible focus indicators, and text in various interactive elements and links often exhibits insufficient contrast. Additionally, text frequently cuts off or overlaps when resized, content structure is sometimes inconsistent, and form fields occasionally lack permanent visible labels or instructions.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Partially Supports	Web: Salesforce Einstein Conversation Insights partially supports users without color perception. While some information is conveyed through multiple visual cues, there are instances where color is used as the sole means to convey information, such as distinguishing certain links from surrounding text or associating legend items with graph segments. Additionally, text in various interactive elements and links sometimes exhibits insufficient contrast, and visible error messages are occasionally missing, relying on color or icons for identification.
302.4 Without Hearing	Does Not Support	Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users without hearing. Significant barriers include the lack of text alternatives for audio-only content and the absence of captions for prerecorded video. These fundamental issues prevent full access to time-based media for Deaf and hard-of-hearing users.
302.5 With Limited Hearing	Does Not Support	Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users with limited hearing. Significant barriers include the lack of text alternatives for audio-only content and the absence of captions for prerecorded video. These fundamental issues prevent full access to time-based media for users with limited hearing who rely on text alternatives.
302.6 Without Speech	Supports	Web: Salesforce Einstein Conversation Insights does not require speech to operate or retrieve information.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Does Not Support	Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users with limited manipulation. Key barriers include consistently mismanaged keyboard focus, and although keyboard operability is partially supported, some critical interactive elements remain inaccessible. Interactive elements also occasionally lack visible focus indicators, making keyboard navigation difficult. Additionally, some page titles are generic, headings and labels are occasionally not descriptive, and interactive elements do not always programmatically convey their names, roles, or values.
302.8 With Limited Reach and Strength	Supports	Web: Salesforce Einstein Conversation Insights does not require simultaneous actions for any task. Actions can be executed either by a mouse click or simple keystrokes (e.g., Tab, Space, character keys, Alt).
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users with limited language, cognitive, and learning abilities. Significant barriers include critical interactive elements that remain inaccessible, even with partial keyboard operability. Keyboard focus is consistently mismanaged, causing disorientation, and content structure is often illogical or inconsistent, with information sometimes announced out of sequence. Many interactive elements lack descriptive labels or instructions, and page titles are occasionally generic. Furthermore, non-text content sometimes lacks appropriate text alternatives, and interactive elements do not always programmatically convey their names, roles, or values. The absence of captions for prerecorded video content also impacts comprehension for this user group.

Chapter 4: Hardware

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

Chapter 5: Software

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



Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Salesforce provides electronic versions of all product support documentation related to this product. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Salesforce provides electronic versions of all product support documentation related to this product's accessibility. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
603.3 Accommodation of Communication Needs	Heading cell – no response required	Heading cell – no response required

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Notes:

Clause 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users without vision. Significant barriers include inaccessible audio-only content and inconsistent keyboard focus management. Although keyboard operability is partially supported, some critical interactive elements remain inaccessible. Additionally, many meaningful non-text content elements lack descriptive text alternatives, content structure is often inconsistent, and interactive elements frequently do not programmatically convey their names, roles, or states. Screen reader users will experience disorientation due to generic page titles, content announced out of sequence, and status messages that are not announced.
4.2.2 Usage with limited vision	Does Not Support	Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users with limited vision. Significant issues include content that consistently fails to reflow at 400% zoom or narrow screen widths, leading to unreadable or unusable content and problematic horizontal scrolling. Text frequently cuts off, overlaps, or does not respond to text spacing settings when resized, and text and non-text elements often exhibit insufficient contrast. Although keyboard operability is partially supported, some critical interactive elements remain inaccessible, and keyboard navigation is further hindered by inconsistent focus management. Interactive elements also occasionally lack visible focus indicators.

4.2.3 Usage without perception of colour	Partially Supports	<p>Web: Salesforce Einstein Conversation Insights partially supports users without color perception. While some information is conveyed through multiple visual cues, there are instances where color is used as the sole means to convey information, such as distinguishing certain links from surrounding text or associating legend items with graph segments. Additionally, text and non-text elements sometimes exhibit insufficient contrast, and visible error messages are occasionally missing, relying on color or icons for identification.</p>
4.2.4 Usage without hearing	Does Not Support	<p>Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users without hearing. Significant barriers include the lack of text alternatives for audio-only content and the absence of captions for prerecorded video. These fundamental issues prevent full access to time-based media for Deaf and hard-of-hearing users.</p>
4.2.5 Usage with limited hearing	Does Not Support	<p>Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users with limited hearing. Significant barriers include the inaccessibility of audio-only content, which lacks a text alternative, and the absence of captions for prerecorded video content. These fundamental issues prevent full access to time-based media for users with limited hearing who rely on text alternatives.</p>
4.2.6 Usage with no or limited vocal capability	Supports	<p>Web: Salesforce Einstein Conversation Insights does not require vocal capability to operate or retrieve information.</p>
4.2.7 Usage with limited manipulation or strength	Does Not Support	<p>Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users with limited manipulation or strength. Significant barriers include consistently mismanaged keyboard focus. Although keyboard operability is partially supported, some critical interactive elements remain inaccessible. Interactive elements also occasionally lack visible focus indicators, making keyboard navigation difficult. Additionally, some page titles are generic, headings and labels are occasionally not descriptive, and interactive elements do not always programmatically convey their names, roles, or values.</p>

4.2.8 Usage with limited reach	Supports	Web: Salesforce Einstein Conversation Insights can be run in a browser and does not require physical reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	Web: Salesforce Einstein Conversation Insights generally supports minimizing photosensitive seizure triggers, as content avoids flashing more than three times per second.
4.2.10 Usage with limited cognition, language or learning	Does Not Support	Web: Salesforce Einstein Conversation Insights does not provide a fully accessible experience for users with limited language, cognitive, and learning abilities. Keyboard focus is consistently mismanaged, causing disorientation. Occasionally, interactive elements lack descriptive labels or instructions, and text spacing issues further hinder readability. Additionally, non-text content sometimes lacks appropriate text alternatives. The absence of captions for prerecorded video content also impacts comprehension for this user group.
4.2.11 Privacy	Supports	Web: Salesforce Einstein Conversation Insights 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.

Clause 5: Generic Requirements

Notes: Not Applicable

Clause 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Clause 7: ICT with Video Capabilities

Notes: Not Applicable

Clause 8: Hardware

Notes: Not Applicable

Clause 9: Web (see WCAG 2.x section)

Notes: Not Applicable

Clause 10: Non-Web Documents

Notes: Not Applicable

Clause 11: Software

Notes: Not Applicable

Clause 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

Clause 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable