



# Salesforce Accessibility Conformance Report International Edition

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

Name of Product/Version:	Salesforce Revenue Cloud Advanced
Report Date:	Winter 2026
Product Description:	Revenue Cloud Advanced is built on core with an API first approach which allows us to expose any part of the product to any channel, partner or self-service. It is the complete product to cash solution that allows customers to go to market faster and close deals faster by automating and optimizing revenue at scale.
Contact information:	accessibility@salesforce.com
Notes:	<p>The scope of this ACR includes Salesforce Revenue Cloud Advanced functionalities such as Setup (Revenue Settings, Order Settings), Context Mapping, Product (Edit Product, Edit Product Structure, Add components to bundle, Edit components), Catalog (Update Category Order), Product Classification (Assign Attributes), Product Catalogue Home, Setup (Salesforce Pricing Setup), Pricing (Modify Price details, New Derived Price), Quotes (New Quote, Browse Catalogs, Quote Details), Product Configurator, Orders (Order Details, Edit Order), Assets (Managed Asset Viewer), Asset Details Dashboard, Fulfillment Workspace Details, Product Fulfillment Decomposition Rules (Create Rule, Fields &amp; Attributes Mapping), Agentforce (Generate Product Description) and Salesforce Go (Initial Setup, Video, Get Started).</p> <p>For more information, please visit Salesforce Product Accessibility Status at <a href="https://www.salesforce.com/company/legal/508_accessibility">https://www.salesforce.com/company/legal/508_accessibility</a></p>

<p>Evaluation Methods Used:</p>	<p>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/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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A - Yes Level AA - Yes Level AAA - No
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A - Yes Level AA - Yes Level AAA - No
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A - Yes Level AA - Yes Level AAA - No
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	Yes
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	Yes

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can 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](#).
- In line with WCAG 2 Conformance Requirement [5.2.5 Non-interference](#), any content that fails the following Success Criteria is considered critical because failure to meet them may interfere with any use of the page:
  - 1.4.2 – Audio Control
  - 2.1.2 – No Keyboard Trap
  - 2.3.1 – Three Flashes or Below Threshold
  - 2.2.2 – Pause, Stop, Hide
- Since the Salesforce Revenue Cloud Advanced has one failure of SC 2.1.2 No Keyboard Trap, pages with this error cannot claim full conformance with WCAG. Other pages are not affected. The Remarks panel for this criteria (in Table 1) details how this failure may affect the users of the Salesforce Revenue Cloud Advanced.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.1.1 (Web)</li> <li>● 10.1.1.1 (Non-web document)</li> <li>● 11.1.1.1.1 (Open Functionality Software)</li> <li>● 11.1.1.1.2 (Closed Functionality Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced generally provides appropriate text alternatives for non-text content. However, exceptions include:</p> <ul style="list-style-type: none"> <li>● Meaningful images and icons are often programmatically hidden or lack accessible names.</li> <li>● Sometimes, alternative text for product and asset images is inaccurate or non-descriptive.</li> <li>● Occasionally, decorative icons are exposed to screen readers, leading to unnecessary announcements.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.1 (Web)</li> <li>● 10.1.2.1 (Non-web document)</li> <li>● 11.1.2.1.1 (Open Functionality Software)</li> <li>● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p>	<p>Web: Salesforce Revenue Cloud Advanced does not contain any prerecorded audio-only or video-only content.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.2 (Web)</li> </ul>	<p>Web: Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced provides synchronised captions for prerecorded video content with audio.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.1.2.2 (Non-web document)</li> <li>● 11.1.2.2 (Open Functionality Software)</li> <li>● 11.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.3 (Web)</li> <li>● 10.1.2.3 (Non-web document)</li> <li>● 11.1.2.3.1 (Open Functionality Software)</li> <li>● 11.1.2.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Does Not Support	Web: Salesforce Revenue Cloud Advanced does not provide essential audio descriptions or media alternatives for prerecorded audio-video content. For the single prerecorded video in the audit, the 'Getting Started with Revenue Cloud' video, it lacks both a comprehensive transcript and an audio description of its visual information, creating a significant barrier for users who cannot see the video content.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> <li>● 11.1.3.1.1 (Open Functionality Software)</li> <li>● 11.1.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	Web: Does Not Support	Web: Salesforce Revenue Cloud Advanced frequently fails to convey information, structure, and relationships programmatically, creating significant barriers for users of assistive technologies. This includes widespread incorrect or missing semantic markup for structural elements, numerous instances of inaccurate or incomplete information conveyed to assistive technologies, several cases of critical relationships in context maps not

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		being announced, and frequent issues with form-related instructions or required states not being programmatically associated.
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Partially Supports	Web: Salesforce Revenue Cloud Advanced generally presents content in a meaningful sequence. However, exceptions include: <ul style="list-style-type: none"> <li>A few instances where content is announced out of its visual or logical sequence, particularly in modals and summary sections.</li> <li>One instance of an ineffective keyboard shortcut for Firefox that disrupts the meaningful sequence for screen reader users.</li> </ul>
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Salesforce Revenue Cloud Advanced does not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound to convey information, indicate an action, or distinguish a visual element.
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> </ul>	Web: Partially Supports	Web: Salesforce Revenue Cloud Advanced generally avoids using colour as the sole means to convey information. However, exceptions include: <ul style="list-style-type: none"> <li>Several instances where colour alone is used to indicate a</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.1.4.1 (Open Functionality Software)</li> <li>● 11.1.4.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		change in state, such as focused elements or enabled/disabled buttons. <ul style="list-style-type: none"> <li>● One instance where a link relies solely on colour to distinguish it from surrounding text.</li> </ul>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.2 (Web)</li> <li>● 10.1.4.2 (Non-web document)</li> <li>● 11.1.4.2 (Open Functionality Software)</li> <li>● 11.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Salesforce Revenue Cloud Advanced does not contain any audio content that plays automatically.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.1.1 (Web)</li> <li>● 10.2.1.1 (Non-web document)</li> <li>● 11.2.1.1.1 (Open Functionality Software)</li> <li>● 11.2.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Does Not Support	Web: Salesforce Revenue Cloud Advanced presents significant barriers for keyboard-only and screen reader users, as many interactive elements and functionalities are not operable via keyboard. This includes numerous interactive elements that cannot be tabbed to or activated, functionality that relies on mouse hover without a keyboard equivalent, and critical issues where tree nodes cannot be expanded with a keyboard when a screen reader is active. These widespread issues severely impact critical tasks and navigation across several areas of the product.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.2 (Web)</li> <li>● 10.2.1.2 (Non-web document)</li> <li>● 11.2.1.2 (Open Functionality Software)</li> <li>● 11.2.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced generally ensures that keyboard focus is not trapped within content. However, there is one instance where a critical keyboard trap occurs on the 'Context Mapping' page. Upon page load, the keyboard-only user will be trapped in the header area and be prevented from accessing the main content.</p> <p><b>Note:</b> Any content that fails this Success Criterion also fails to satisfy conformance requirement 5.2.5 Non-interference.</p> <p>For more information about how this affects WCAG conformance, please refer to the Note belonging to the WCAG 2.x Report heading above this table.</p>
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.4 (Web)</li> <li>● 10.2.1.4 (Non-web document)</li> <li>● 11.2.1.4.1 (Open Functionality Software)</li> <li>● 11.2.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced does not implement single character keyboard shortcuts that could interfere with assistive technologies or other input methods.</p>
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.1 (Web)</li> <li>● 10.2.2.1 (Non-web document)</li> </ul>	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced generally provides users with control over time limits. However exceptions include:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.2.2.1 (Open Functionality Software)</li> <li>● 11.2.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>● Some toast notifications are dismissed automatically.</li> <li>● A few error toast notifications are dismissed automatically. This is particularly significant as users may need more time to read, understand, and correct their errors.</li> </ul>
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.2 (Web)</li> <li>● 10.2.2.2 (Non-web document)</li> <li>● 11.2.2.2 (Open Functionality Software)</li> <li>● 11.2.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Salesforce Revenue Cloud Advanced does not contain any moving, blinking, scrolling, or auto-updating content that requires controls for pausing, stopping, or hiding.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.3.1 (Web)</li> <li>● 10.2.3.1 (Non-web document)</li> <li>● 11.2.3.1 (Open Functionality Software)</li> <li>● 11.2.3.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Salesforce Revenue Cloud Advanced does not contain any content that flashes more than three times a second, ensuring it does not trigger photosensitive seizures.

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.1 (Web)</li> <li>● 10.2.4.1 (Non-web document) – Does not apply</li> <li>● 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.1 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced provides mechanisms to bypass blocks of content, such as repeated navigation or headers.</p>
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.2 (Web)</li> <li>● 10.2.4.2 (Non-web document)</li> <li>● 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>● 11.2.4.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced generally provides page titles for its web pages. However, a few pages have titles that are not descriptive or adequately convey the content of the page. This can hinder user orientation and navigation.</p>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.3 (Web)</li> <li>● 10.2.4.3 (Non-web document)</li> </ul>	<p>Web: Does Not Support</p>	<p>Web: Salesforce Revenue Cloud Advanced exhibits widespread and critical issues with keyboard focus management, leading to a highly unpredictable and disorienting</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.2.4.3 (Open Functionality Software)</li> <li>● 11.2.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		experience for keyboard-only and screen reader users. Focus is frequently lost, misdirected, or inappropriately contained, severely hindering navigation and task completion.
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.4 (Web)</li> <li>● 10.2.4.4 (Non-web document)</li> <li>● 11.2.4.4 (Open Functionality Software)</li> <li>● 11.2.4.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Salesforce Revenue Cloud Advanced generally provides link text that describes the purpose of the link within its context, helping users understand its destination.
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.1 (Web)</li> <li>● 10.2.5.1 (Non-web document)</li> <li>● 11.2.5.1 (Open Functionality Software)</li> <li>● 11.2.5.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Salesforce Revenue Cloud Advanced does not contain functionality that relies on multipoint or path-based gestures without providing a single-pointer alternative.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.2 (Web)</li> <li>● 10.2.5.2 (Non-web document)</li> <li>● 11.2.5.2 (Open Functionality Software)</li> <li>● 11.2.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced generally provides mechanisms for pointer cancellation. However exceptions include:</p> <ul style="list-style-type: none"> <li>● The draggable tree in the 'Edit Product Structure'</li> <li>● The swim lane diagram in the 'Fulfillment Workspace Details'</li> </ul>
<p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.3 (Web)</li> <li>● 10.2.5.3 (Non-web document)</li> <li>● 11.2.5.3.1 (Open Functionality Software)</li> <li>● 11.2.5.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced generally ensures that the accessible name of interactive elements reflects their visible labels. However, several interactive elements have accessible names that do not accurately reflect or include their visible text labels, creating confusion and usability barriers for users of speech recognition software and sighted screen reader users.</p>
<p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.4 (Web)</li> <li>● 10.2.5.4 (Non-web document)</li> <li>● 11.2.5.4 (Open Functionality Software)</li> <li>● 11.2.5.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced does not contain functionality that can only be operated via device or user motion.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Revised Section 508 – Does not apply</p>		
<p><b>3.1.1 Language of Page</b> (Level A)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.1 (Web)</li> <li>● 10.3.1.1 (Non-web document)</li> <li>● 11.3.1.1.1 (Open Functionality Software)</li> <li>● 11.3.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced specifies the default language for pages in the HTML.</p>
<p><b>3.2.1 On Focus</b> (Level A)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.1 (Web)</li> <li>● 10.3.2.1 (Non-web document)</li> <li>● 11.3.2.1 (Open Functionality Software)</li> <li>● 11.3.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced ensures that when any component receives focus, it does not initiate an unexpected change of context.</p>
<p><b>3.2.2 On Input</b> (Level A)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.2 (Web)</li> <li>● 10.3.2.2 (Non-web document)</li> <li>● 11.3.2.2 (Open Functionality Software)</li> <li>● 11.3.2.2 (Closed Software)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced generally ensures that input or changes to interactive elements do not trigger unexpected changes in context.            However exceptions include:</p> <ul style="list-style-type: none"> <li>● One instance where checking a checkbox expands a modal.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>● One instance where a selecting a listbox option expands a modal.</li> <li>● One instance where selecting an option lead to another option being activated.</li> </ul>
<u><a href="#">3.2.6 Consistent Help</a></u> (Level A 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply	Web: Supports	Web: Salesforce Revenue Cloud Advanced provides help mechanisms that are consistently presented across the site, enabling users to seek assistance predictably.
<u><a href="#">3.3.1 Error Identification</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.3.1 (Web)</li> <li>● 10.3.3.1 (Non-web document)</li> <li>● 11.3.3.1.1 (Open Functionality Software)</li> <li>● 11.3.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Partially Supports	Web: Salesforce Revenue Cloud Advanced generally identifies input errors. However, in one instance, no inline error message is displayed for invalid or missing data, forcing users to guess the problem or rely on external notifications.
<u><a href="#">3.3.2 Labels or Instructions</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.3.2 (Web)</li> <li>● 10.3.3.2 (Non-web document)</li> <li>● 11.3.3.2 (Open Functionality Software)</li> <li>● 11.3.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	Web: Does Not Support	Web: Salesforce Revenue Cloud Advanced frequently fails to provide clear and persistent labels or instructions for form fields. This includes numerous form fields lacking visible labels and a few form fields missing visible instructions for required formats or keyboard shortcuts. These issues create significant usability barriers for all users, particularly those with cognitive disabilities or who rely on assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.3.7 Redundant Entry</b> (Level A 2.2 only)            EN 301 549 Criteria - Does not apply            Revised Section 508 - Does not apply</p>	Web: Supports	Web: Salesforce Revenue Cloud Advanced does not require users to enter the same information multiple times within a single process or session.
<p><b>4.1.1 Parsing</b> (Level A)            Applies to:            WCAG 2.0 and 2.1 - Always answer 'Supports'            WCAG 2.2 (obsolete and removed) - Does not apply            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) - Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	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.
<p><b>4.1.2 Name, Role, Value</b> (Level A)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) - Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Does Not Support	Web: Salesforce Revenue Cloud Advanced exhibits widespread and critical failures in conveying the name, role, and value of user interface components to assistive technologies. This includes numerous interactive elements lacking accessible names or roles, buttons not communicating their expanded/collapsed or current states, and dialogs/side panels missing accessible names. These issues severely hinder navigation and

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		interaction for screen reader and keyboard users.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced does not include any live audio or video content.</p>
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Does Not Support</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced does not provide essential audio descriptions for prerecorded audio-video content. For the single prerecorded video in the audit, the 'Getting Started with Revenue Cloud' video, it lacks an audio description of its visual information, creating a significant barrier for users who cannot see the video content.</p>
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 and 2.2)</p>	<p>Web:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.4 (Web)</li> <li>● 10.1.3.4 (Non-web document)</li> <li>● 11.1.3.4 (Open Functionality Software)</li> <li>● 11.1.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Salesforce Revenue Cloud Advanced does not restrict views or operations to a single display orientation.</p>
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.5 (Web)</li> <li>● 10.1.3.5 (Non-web document)</li> <li>● 11.1.3.5.1 (Open Functionality Software)</li> <li>● 11.1.3.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 - Does not apply</p>	<p>Web: Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced does not have many input fields that require autocomplete support.</p>
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.3 (Web)</li> <li>● 10.1.4.3 (Non-web document)</li> <li>● 11.1.4.3 (Open Functionality Software)</li> <li>● 11.1.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced generally ensures that text and essential visual elements meet minimum contrast requirements. However, in a few instances, text elements exhibit insufficient contrast against their backgrounds, making them difficult to read.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Does Not Support</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced frequently fails to ensure that text and content can be resized without loss of content or functionality. This includes numerous instances where text is cut off, overlaps, or overruns when zoomed to 200%. These issues create significant barriers for users with low vision or dyslexia who need to increase text size or zoom the page.</p>
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced avoids using images of text, ensuring that text content can be customised and accessed by all users.</p>
<p><b>1.4.10 Reflow</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10 (Open Functionality Software)</li> <li>11.1.4.10 (Closed Software)</li> </ul>	<p>Web:</p> <p>Does Not Support</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced frequently fails to ensure that content reflows adequately when zoomed. This includes numerous instances where sticky regions block main content when enlarged, and content is cut off, overlaps, or overruns when viewed at 320 CSS pixel width. These</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 - Does not apply		widespread issues create significant barriers for users with low vision.
<b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.11 (Web)</li> <li>● 10.1.4.11 (Non-web document)</li> <li>● 11.1.4.11 (Open Functionality Software)</li> <li>● 11.1.4.11 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 - Does not apply	Web: Partially Supports	Web: Salesforce Revenue Cloud Advanced generally ensures that non-text content and interactive elements meet minimum contrast requirements. However, exceptions include: <ul style="list-style-type: none"> <li>● A few 'X' remove or close buttons</li> <li>● Some icons buttons when focused</li> <li>● Some of the meaningful icons</li> <li>● Several compatibility indicator in context maps</li> </ul>
<b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.12 (Web)</li> <li>● 10.1.4.12 (Non-web document)</li> <li>● 11.1.4.12 (Open Functionality Software)</li> <li>● 11.1.4.12 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 - Does not apply	Web: Partially Supports	Web: Salesforce Revenue Cloud Advanced generally ensures that text spacing can be adjusted without loss of content or functionality. However, in a few instances, text is cut off or overlaps when users increase text spacing.
<b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.13 (Web)</li> <li>● 10.1.4.13 (Non-web document)</li> </ul>	Web: Partially Supports	Web: Salesforce Revenue Cloud Advanced generally ensures that content displayed on hover or focus is dismissible, hoverable, and persistent. However, exceptions include:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.1.4.13 (Open Functionality Software)</li> <li>● 11.1.4.13 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		<ul style="list-style-type: none"> <li>● Several instances of tooltip content disappearing automatically or cannot be dismissed without moving the pointer</li> <li>● One instance where content disappears when the mouse pointer moves over it.</li> </ul>
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.5 (Web)</li> <li>● 10.2.4.5 (Non-web document) – Does not apply</li> <li>● 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.5 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Salesforce Revenue Cloud Advanced contains contextual navigation methods that allow users to navigate to different sections or pages as desired.
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.6 (Web)</li> <li>● 10.2.4.6 (Non-web document)</li> <li>● 11.2.4.6 (Open Functionality Software)</li> <li>● 11.2.4.6 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Web: Partially Supports	Web: Salesforce Revenue Cloud Advanced generally provides descriptive and accurate headings and labels for content and interactive elements. However exceptions include: <ul style="list-style-type: none"> <li>● Several instances where headings do not adequately describe the content</li> <li>● A few confusing toggle switch names</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced generally provides a visible focus indicator for interactive elements. However, in a few instances, interactive elements lack a clear focus style when they receive keyboard focus, making it difficult for sighted keyboard users to track their position.</p>
<p><b>2.4.11 Focus Not Obscured (Minimum)</b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 - Does not apply</p>	<p>Web:</p> <p>Does Not Support</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced does not consistently ensure that focused elements are not obscured by other content, particularly when users zoom to 200%. Several focusable elements are completely hidden underneath sticky headers or footers when they receive keyboard focus, making it difficult for users to track their position.</p>
<p><b>2.5.7 Dragging Movements</b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 - Does not apply</p>	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced generally provides alternatives for dragging movements. However, in one instance with a zoomed tree diagram, no drag alternative was available.</p>
<p><b>2.5.8 Target Size (Minimum)</b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 - Does not apply</p>	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>Salesforce Revenue Cloud Advanced generally ensures that target sizes meet minimum requirements of 24 x 24px.</p> <p>However, exceptions include:</p> <ul style="list-style-type: none"> <li>Occasionally buttons are below the minimum target</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>size and are placed directly next to other interactive elements</p> <ul style="list-style-type: none"> <li>A few instances of undersized interactive elements being embedded within other interactive elements.</li> </ul>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: Where the UI controls or content in Salesforce Revenue Cloud Advanced is in a different language than the rest of the page, it is marked up with HTML language attributes.</p>
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> <li>10.3.2.3 (Non-web document) – Does not apply</li> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>11.3.2.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> </ul>	<p>Web: Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced provides consistent and repeated top menu navigation mechanisms across all pages.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> <li>10.3.2.4 (Non-web document) – Does not apply</li> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>11.3.2.4 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced generally ensures that components with the same functionality are consistently identified. However, in the 'Initial Setup' and 'Get Started' pages, the video function is not consistently identified, which can confuse users.</p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: Salesforce Revenue Cloud Advanced generally provides error suggestions to help users correct input mistakes. However, in two instances, error messages are not informative enough, failing to provide specific guidance on how to fix the issue.</p>
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p>	<p>Web: Legal and financial data entered by users within Salesforce Revenue Cloud Advanced can be checked and</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 9.3.3.4 (Web)</li> <li>● 10.3.3.4 (Non-web document)</li> <li>● 11.3.3.4 (Open Functionality Software)</li> <li>● 11.3.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		confirmed by the user before final submission.
<u><a href="#">3.3.8 Accessible Authentication (Minimum)</a></u> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply	Web: Supports	Web: Salesforce Revenue Cloud Advanced does not rely on cognitive function tests for authentication purposes.
<u><a href="#">4.1.3 Status Messages</a></u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.4.1.3 (Web)</li> <li>● 10.4.1.3 (Non-web document)</li> <li>● 11.4.1.3 (Open Functionality Software)</li> <li>● 11.4.1.3 (Closed Software) - Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 - Does not apply	Web: Partially Supports	Web: Salesforce Revenue Cloud Advanced generally ensures that status messages are presented to users without receiving focus. However, exceptions include: <ul style="list-style-type: none"> <li>● Some page loading states</li> <li>● A few processing states</li> <li>● A few incomplete status</li> <li>● One error toast notification</li> </ul>

**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	Salesforce Revenue Cloud Advanced does not provide a fully accessible experience for users without vision. Significant barriers exist across fundamental accessibility areas, including the programmatic conveyance of information and relationships, keyboard operability, and clear identification of user interface components. Users relying on screen readers will encounter frequent issues with non-text content, meaningful sequences, and focus management, severely hindering their ability to navigate and interact with the product effectively.
302.2 With Limited Vision	Does Not Support	Salesforce Revenue Cloud Advanced does not provide a fully accessible experience for users with limited vision. Significant barriers exist across fundamental accessibility areas, including the programmatic conveyance of information and relationships, keyboard operability, and clear identification of user interface components. Users relying on screen readers or magnification tools will encounter frequent issues with non-text content, meaningful sequences, contrast, text resizing, and focus management, severely hindering their ability to navigate and interact with the product effectively.
302.3 Without Perception of Color	Partially Supports	Salesforce Revenue Cloud Advanced partially supports users without color

Criteria	Conformance Level	Remarks and Explanations
		<p>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. Additionally, text and non-text elements sometimes exhibit insufficient contrast.</p>
302.4 Without Hearing	Partially Supports	<p>Salesforce Revenue Cloud Advanced partially supports users without hearing. While core audio and video content is handled appropriately, there are some issues with non-text content, such as missing or inadequate text alternatives for images and icons, which can impact users who rely on screen readers.</p>
302.5 With Limited Hearing	Partially Supports	<p>Salesforce Revenue Cloud Advanced partially supports users with limited hearing. While audio content and captions are generally provided, there are some issues with non-text content, such as missing or inadequate text alternatives for images and icons, which can impact users who rely on screen readers or other assistive technologies.</p>
302.6 Without Speech	Supports	<p>Salesforce Revenue Cloud Advanced does not require speech to operate or retrieve information.</p>
302.7 With Limited Manipulation	Does Not Support	<p>Salesforce Revenue Cloud Advanced does not provide a fully accessible experience for users with limited manipulation capabilities. Significant barriers exist due to widespread issues with keyboard operability, focus management, and pointer cancellation. Users will frequently encounter interactive elements that cannot be operated via keyboard, unpredictable focus order, and an inability to cancel pointer actions,</p>



Criteria	Conformance Level	Remarks and Explanations
		severely hindering their ability to interact with the product.
302.8 With Limited Reach and Strength	Supports	Salesforce Revenue Cloud Advanced 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	Salesforce Revenue Cloud Advanced does not provide a fully accessible experience for users with limited language, cognitive, and learning abilities. Widespread issues across several core accessibility areas, including non-text content, information and relationships, keyboard operability, and input assistance, create significant barriers. Users will frequently encounter unclear labels, missing instructions, unpredictable focus, and content that is difficult to understand or interact with, severely hindering their ability to complete tasks and comprehend information.

#### Chapter 4: [Hardware](#)

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

#### Chapter 5: [Software](#)

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



## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>
602.3 Electronic Support Documentation	See <u>WCAG 2.x</u> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	End-users with disabilities can request additional product support documentation by opening a new case at <a href="http://help.salesforce.com">http://help.salesforce.com</a>
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Heading cell - no response required	Heading cell - no response required

# EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	Salesforce Revenue Cloud Advanced does not provide a fully accessible experience for users without vision. Significant and widespread barriers exist across fundamental accessibility areas. Users relying on screen readers will frequently encounter issues with non-text content, the programmatic conveyance of information and relationships, keyboard operability, and clear identification of user interface components. This includes a lack of essential media alternatives, inconsistent focus management, and missing or inadequate labels and instructions, severely hindering their ability to navigate and interact with the product effectively.
4.2.2 Usage with limited vision	Does Not Support	Salesforce Revenue Cloud Advanced does not provide a fully accessible experience for users with limited vision. Significant and widespread barriers exist across fundamental accessibility areas. Users relying on screen readers or magnification tools will frequently encounter issues with non-text content, the programmatic conveyance of information and relationships, contrast, text resizing, content reflow and focus management. This includes a lack of essential media alternatives, inconsistent focus management, and missing or inadequate labels and instructions, severely hindering their

		ability to navigate and interact with the product effectively.
4.2.3 Usage without perception of colour	Partially Supports	Salesforce Revenue Cloud Advanced 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. Additionally, text and non-text elements sometimes exhibit insufficient contrast.
4.2.4 Usage without hearing	Partially Supports	Salesforce Revenue Cloud Advanced partially supports users without hearing. While captions are provided for prerecorded video content, there are some issues with non-text content, such as missing or inadequate text alternatives for images and icons, which can impact users who rely on screen readers.
4.2.5 Usage with limited hearing	Partially Supports	Salesforce Revenue Cloud Advanced partially supports users with limited hearing. While audio controls and captions for prerecorded video are provided, there are some issues with non-text content, such as missing or inadequate text alternatives for images and icons, which can impact users who rely on screen readers or other assistive technologies.
4.2.6 Usage with no or limited vocal capability	Supports	Salesforce Revenue Cloud Advanced does not require vocal capability to operate or retrieve information.
4.2.7 Usage with limited manipulation or strength	Does Not Support	Salesforce Revenue Cloud Advanced does not provide a fully accessible experience for users with limited manipulation capabilities. Significant and widespread barriers exist due to issues with keyboard operability, focus management, and pointer cancellation. Users will frequently encounter interactive elements that

		cannot be operated via keyboard, unpredictable focus order, and an inability to cancel pointer actions, severely hindering their ability to interact with the product.
4.2.8 Usage with limited reach	Partially Supports	Salesforce Revenue Cloud Advanced partially supports users with limited reach. While the product does not contain functionality that relies on complex pointer gestures or motion actuation, there are a few instances where users cannot cancel pointer action.
4.2.9 Minimize photosensitive seizure triggers	Supports	Salesforce Revenue Cloud Advanced minimises photosensitive seizure triggers. The product does not contain any content that flashes more than three times a second.
4.2.10 Usage with limited cognition, language or learning	Does Not Support	Salesforce Revenue Cloud Advanced does not provide a fully accessible experience for users with limited cognition, language, or learning abilities. Widespread issues across several core accessibility areas, including non-text content, information and relationships, keyboard operability, and input assistance, create significant barriers. Users will frequently encounter unclear labels, missing instructions, unpredictable focus, and content that is difficult to understand or interact with, severely hindering their ability to complete tasks and comprehend information.
4.2.11 Privacy	Supports	Salesforce Revenue Cloud Advanced 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
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	See information in WCAG 2.x (602.2) section
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	See information in WCAG 2.x (603.2) section

Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

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

Notes: Not Applicable