



Salesforce Accessibility Conformance Report International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.5

Name of Product/Version:	Salesforce Sales Cloud & Growth - Suites Summer '25 (256)
Report Date:	July 2025
Product Description:	Salesforce Starter and Pro Suite bring sales, service, commerce, and marketing functionality together in one app so you get more done in less time.
Contact information:	accessibility@salesforce.com
Notes:	<p>The scope of this ACR includes the functionalities/components from Salesforce Sales Cloud & Growth - Suites: Your Account, Signing Up, Guidance Center, Quick Settings, Contacts, Sales Leads, Sales Quotes, Sales Forecasts, Sales Analytics, Commerce Branding, and Commerce New Products.</p> <p>For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility</p>
Evaluation Methods Used:	Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. Testing included a representative sample of different pages, states, and content types. The following operating systems, browsers, toolsets, and screen readers are used for evaluation: Windows 11, JAWS/Chrome, NVDA/Firefox, MacOS, VoiceOver/Chrome (spot-checks), manual accessibility testing, and keyboard testing with visual focus.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.2	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	Yes

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can 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>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) 10.1.1.1 (Non-web document) 11.1.1.1.1 (Open Functionality Software) 11.1.1.1.2 (Closed Functionality Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: The images included within the Salesforce Sales Cloud & Growth - Suites have a meaningful text alternative. Non-relevant or decorative images are typically hidden from assistive technologies.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> Image-only buttons do not have an accurate name in code: Commerce - New Product - New Attribute, Sales - Quote - Create PDF. The 'Task' status icon does not have alternative text on the Commerce - Home page. The 'Checked' icon does not have descriptive alternative text on the Change Your Password page. Checkboxes do not have an accurate name on the Contacts page. Meaningful images do not have alternative text: Commerce - Home, Your Account - Products - Checkout Flow, Quick Settings - New Custom Field, Sales - Leads - Intelligence View, Suggested For You - Setup - Home, Suggested For You - Nudge Prompt, Commerce - Home, Commerce - New

Criteria	Conformance Level	Remarks and Explanations
		Product, Commerce - Brand Your Storefront. <ul style="list-style-type: none"> Decorative image is not hidden from assistive technologies: Sales - Leads - Intelligence View, Sales - Forecasts, Commerce - New Product - New Attribute.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	Web: Salesforce Sales Cloud & Growth - Suites does not include prerecorded audio-only or video-only content as a default functionality.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites includes captions as standard default functionality for prerecorded audio-video content.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.3 (Web) 10.1.2.3 (Non-web document) 	Web: Does Not Support	Web: Salesforce Sales Cloud & Growth - Suites does not provide Audio Description or Media Alternative as standard for prerecorded audio-video content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>1.3.1 Info and Relationships</u> (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) 	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites user interface contains semantic markup (headings, lists, landmarks, etc.) to designate headings and emphasized text. Headings, identity, role, operation, and state help convey the presentation to assistive technologies, enabling them to navigate and understand the content effectively.</p> <p>However, there are some exceptions:</p> <ul style="list-style-type: none"> Form fields are not linked to their respective labels in code: Sales - Leads - Intelligence View, Sales - Forecasts, Commerce - Settings - Store - Buyer Access. Headings do not reflect the content structure: Start Your Free Sales Trial, What Brings You To Salesforce? Commerce - Settings - Store - Buyer Access. Help text is not linked to the form fields in code: Commerce - Settings - Store - Buyer Access, Your Account - Products, Sales - New Event. Interactive elements are nested: Suggested For

Criteria	Conformance Level	Remarks and Explanations
		<p>You - Nudge Prompt, Suggested For You - Setup - Home.</p> <ul style="list-style-type: none"> • Links do not have a target destination: Sales - Calendar. • List contains invalid elements: Sales - Calendar. • List role is used incorrectly: To Do List - New Task, Sales - New Event. • List semantics removed from related items: Service - New Knowledge Article. • Misleading toggle announcement: Commerce - Brand Your Storefront. • Related form fields are not grouped in code: New Contact, Commerce - New Product. • Related items are not marked up in a list: Your Account - Products, App Launcher, Commerce - Home, Commerce - Brand Your Storefront, Sales - Analytics - Sales Dashboard. • The 'Created' and 'Owner' dropdowns do not have an accurate role: Sales - Leads - Intelligence View. • Assistive technologies do not announce radio button content: Your Account - Products - Checkout Flow. • Stages are given an incorrect role: Sales - Quote Detail.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Table is not marked up correctly: Quick Settings - Users, Your Account - Contract Detail. • Table markup is not hidden from assistive technologies: Change Your Password. • Text should be a heading: Your Account - Products - Checkout Flow, Guidance Center - Nice Work, Quick Settings - New Custom Field, Sales - Add Quote Line Item, Commerce - Home, Suggested For You - Setup - Home, Suggested For You - Nudge Prompt, Suggested For You - Adoption Assistance, Commerce - New Product, Sales - Forecasts. • Text should not be a heading: Sales - Lead Detail, Commerce - Settings - Store - Buyer Access, Commerce - New Product, Sales - Analytics - Sales Dashboard. • PDF table is not tagged correctly: Your Account - Quote Detail. • Tooltips are not accessible to screen reader users: Commerce - New Product. • Combobox options are not announced by VoiceOver: Sales - Leads - Intelligence View. • Title attribute used to provide additional information: Suggested For You - Nudge Prompt,

Criteria	Conformance Level	Remarks and Explanations
		<p>Suggested For You - Setup - Home.</p> <ul style="list-style-type: none"> • Tooltip keyboard shortcut hint not announced: Service - New Knowledge Article. • VoiceOver does not announce the accurate number of options within the combobox: Commerce - New Product.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites is developed in a meaningful and correct reading sequence that can be programmatically determined.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • In the PDF Viewer on Chrome, the PDF content is announced out of sequence on the Sales - Quote - Create PDF page. • In the PDF Viewer on Firefox, the PDF content is announced out of sequence on the Sales - Quote - Create PDF page. • Visually hidden content is presented to assistive technologies: Sales - Analytics - Browse, Start Your Free Sales Trial, Almost There! Check Your Email, Your Account - Products - Checkout Flow, Sales - Lead Detail, Your Account - Products - Checkout Flow.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) 	Web: Supports	Web: Instructions and operating content do not rely on shape, size, visual location, or sound.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Web: Salesforce Sales Cloud & Growth - Suites does not rely on color alone to denote meaning or the state of an element. However, there are some exceptions: <ul style="list-style-type: none"> Color alone is used to indicate a change in state: To Do List - New Task, Sales - New Event, Sales - Leads - Intelligence View, Service - New Knowledge Article, Sales - Analytics - Sales Dashboard. On Firefox, in the PDF viewer of the 'Sales - Quote - Create PDF page, color alone is used to indicate a change in state:
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	Web: Salesforce Sales Cloud & Growth - Suites does not contain any audio content that plays automatically.
2.1.1 Keyboard (Level A) Also applies to:	Web: Partially Supports	Web: Functionality of Salesforce Sales Cloud & Growth - Suites is

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>operable through a keyboard interface without requiring specific timings for individual keystrokes.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Interactive element is not keyboard accessible: To Do List, Sales - Forecasts, Suggested For You - Setup - Home, Commerce - New Product - New Attribute, Sales - Analytics - Sales Dashboard, Commerce - Home • Interactive element is not compatible with assistive technologies: Sales - Analytics - Home, Sales - Analytics - Browse, App Launcher.
<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: Does Not Support	<p>Web: This criterion must be fully supported to claim conformance with WCAG (see Conformance Requirement 5.2.5 Non-interference). Salesforce Sales Cloud & Growth - Suites largely supports standard keyboard navigation; however, there are keyboard traps present.</p> <ul style="list-style-type: none"> • Keyboard trap occurs in Sales - Calendar, Commerce - New Product - New Attribute, Quick Settings - Customize Your Sales Stages.
<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) 	Web: Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites does not rely on single-character keyboard shortcuts.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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) Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Web: Salesforce Sales Cloud & Growth - Suites does not provide any time limits set by the content. However, there is one exception: <ul style="list-style-type: none"> The 'Warning' toast notification is dismissed automatically: Suggested For You - Nudge Prompt.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites allows moving, blinking, and scrolling content to be paused, stopped, or hidden.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites does not contain any flashes or flashing objects.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites enables users to skip repetitive content blocks when navigating across a set of web pages.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Most web pages in Salesforce Sales Cloud & Growth - Suites contain page titles that describe the topic or purpose.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • The page titles are not descriptive of the page topic or purpose: Your Account - Contract Detail, Your Account - Invoice Detail, Your Account - Products, Your Account - Quote Detail, What Brings You To Salesforce?, Explore Cards, Sales - Add Quote Line Item, Commerce - New Product, Commerce - New Product - New Attribute. • The title of dynamic pages does not update:

Criteria	Conformance Level	Remarks and Explanations
		Sales - Analytics - Sales Dashboard.
<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: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites user interface and controls are mostly navigated sequentially when tabbing through elements. The focus order is typically managed in a logical manner.</p> <p>However, there are some exceptions:</p> <ul style="list-style-type: none"> ● Static element receives keyboard focus: Sales - Analytics - Browse, Sales - Analytics - Home. ● Focus order is not logical: Your Account - Products - Checkout Flow, Guidance Center - Start Selling in Salesforce, Contacts, Sales - Leads - Intelligence View, Sales - Add Quote Line Item, Commerce - Settings - Store - Buyer Access, Commerce - New Product, Commerce - New Product - New Attribute. ● Focus moves to the first interactive element in the modal: Quick Settings - New Custom Field, Quick Settings - Users, Service - New Knowledge Article. ● Focus is set to the input field on page load: Guidance Center - Home. ● Focus is not managed with modal dialog: Guidance Center - Home, Commerce - New Product - New Attribute,

Criteria	Conformance Level	Remarks and Explanations
		<p>Sales - Leads - Intelligence View.</p> <ul style="list-style-type: none"> • Focus is not managed when error is displayed: Commerce - New Product - New Attribute. • Focus is not managed on page change: Your Account - Products - Checkout Flow. • Focus is not managed on input: App Launcher, Commerce - New Product, Commerce - New Product - New Attribute, Commerce - Settings - Store - Buyer Access, Guidance Center - Start Selling and Grow Your Business, Guidance Center - Start Selling in Salesforce, Quick Settings - New Custom Field, Sales - Add Quote Line Item, Sales - Analytics - Sales Dashboard, Sales - Lead Detail, Sales - Quote Detail, Suggested for you - Adoption assistance, Suggested for You - Setup - Home. • Focus is lost: Sales - Analytics - Sales Dashboard. • Focus is not logical on Firefox: Sales - Quote - Create PDF, Commerce - Brand Your Storefront. • Content is announced out of sequence: Sales - Analytics - Sales Dashboard. • Focus order is not logical with VoiceOver: Quick Settings - Users, Sales - Calendar.

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Web: Salesforce Sales Cloud & Growth - Suites provides useful link text, even when reading out of context. However, there are a few exceptions: <ul style="list-style-type: none"> Link text is not descriptive: Home, Commerce - Brand Your Storefront.
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites can be operated with a single pointer, without multi-point or path-based gestures.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites supports pointer cancellation for functionality that can be operated using a single pointer.
<u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) 	Web: Partially Supports	Web: Salesforce Sales Cloud & Growth - Suites features user interface components with labels that include the visible text or images of text, visually presented alongside the name of the text. However, there are a few exceptions:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		<ul style="list-style-type: none"> The visible label is different from the name in code: Commerce - Brand Your Storefront, Sales - Add Quote Line Item, Your Account - Contract Detail, Sales - Leads - Intelligence View, Commerce - Settings - Store - Buyer Access, Commerce - New Product - New Attribute, Commerce - New Product. The visible label is different from the name in code on VoiceOver: Commerce - New Product.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply	Web: Not Applicable	Web: Salesforce Sales Cloud & Growth - Suites does not contain functionality that can only be operated via device or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites specifies the default language for pages in the HTML.
3.2.1 On Focus (Level A) Also applies to:	Web: Supports	Web: There are no context changes within the Salesforce

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		Sales Cloud & Growth - Suites user interface when components receive focus.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Changing the setting of core components and features in Salesforce Sales Cloud & Growth - Suites does not initiate unexpected changes of context.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Help mechanisms across Salesforce Sales Cloud & Growth - Suites occur in the same order relative to other pages.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Users are notified when an input error is detected within Salesforce Sales Cloud & Growth - Suites.
3.3.2 Labels or Instructions (Level A) Also applies to:	Web: Partially Supports	Web: The electronic form controls, including input fields,

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>dropdowns, comboboxes, and radio buttons, can be operated and accessed by assistive technologies. The form label elements and instructions within Salesforce Sales Cloud & Growth - Suites are properly associated and placed in line with the form components.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Form fields do not have a visible label: Your Account - Products, Start your free sales trial, Your Account - Products, Your Account - Products - Checkout Flow, Commerce - Brand your storefront. • Placeholder text is used as instructions: Quick Settings - New Custom Field. • Required field is not indicated visually: Start your free sales trial. • Toggle switch does not have a visible label: Suggested for you - Adoption assistance.
<p>3.3.7 Redundant Entry (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 Sales Cloud & Growth - Suites does not require information to be entered multiple times in the same process.
<p>4.1.1 Parsing (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) 	Web: Supports	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
<ul style="list-style-type: none"> 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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>4.1.2 Name, Role, Value (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: The name, role, and value used in Salesforce Sales Cloud & Growth - Suites user interface elements are mostly available to assistive technologies to describe their identity, operation, and state.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> The state of the button is not communicated (current, disabled, expanded, collapsed, pressed): Change Your Password, Commerce - Brand your storefront, Commerce - Home, Quick Settings, Quick Settings - Customize Your Sales Stages, Quick Settings - New Custom Field, Sales - Analytics - Sales Dashboard, Sales - Lead Detail, Sales - Quote Detail, Service - New Knowledge Article, Sales - Analytics - Browse. Interactive element does not have an accessible name: Commerce - New Product - New Attribute, Sales - Analytics - Sales Dashboard, Suggested for You - Setup - Home, What brings you to Salesforce?, Your Account - Products, Sales

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> - Leads - Intelligence View. • Modal dialog does not have an accessible name: Quick Settings - New Custom Field, Quick Settings - Users, Suggested for you - Nudge prompt. • Interactive element does not have the required role: Commerce - New Product - New Attribute, Quick Settings - Customize Your Sales Stages, Sales - Analytics - Sales Dashboard, Service - New Knowledge Article, Suggested for you - Adoption assistance, Suggested for You - Setup - Home. • Checkbox does not communicate state: Guidance Center - Start Selling in Salesforce. • Button does not communicate the pressed state in the PDF Viewer on Chrome: Sales - Quote - Create PDF. • Radio button group does not have an accessible name: Sales - Leads - Intelligence View, Quick Settings - New Custom Field, Commerce - Home. • Interactive element has incorrect ARIA attribute: Sales - New Event, Sales - Calendar. • Link does not announce current state: Commerce - Home. • Listbox does not announce accurate

Criteria	Conformance Level	Remarks and Explanations
		option count: New Contact. <ul style="list-style-type: none"> Table does not behave as expected: Sales - Analytics - Browse.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	Web: Salesforce Sales Cloud & Growth - Suites does not include any live audio or video content.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does Not Support	Web: Salesforce Sales Cloud & Growth - Suites does not provide Audio Description for prerecorded audio-video content.
<u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) 	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites does not restrict view and operation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Salesforce Sales Cloud & Growth - Suites does not have many input fields that require autocomplete support. However, there is one exception: <ul style="list-style-type: none"> Personal data fields do not have the autocomplete attribute: Start Your Free Sales Trial.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Web: Salesforce Sales Cloud & Growth - Suites provides sufficient color contrast between foreground and background colors of text. However, there are a few exceptions: <ul style="list-style-type: none"> In the PDF Viewer on Chrome, text does not meet minimum contrast requirements: Sales - Quote - Create PDF. Text does not meet minimum contrast requirements: Your Account - Products - Checkout Flow, Commerce - Brand your storefront.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria <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) 	Web: Partially Supports	Web: Salesforce Sales Cloud & Growth - Suites text and images can be resized using page browser settings and remain perceivable. However, there are a few exceptions:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Content is cut off when zoom is increased to 200%: Your Account - Invoice Detail, Explore Cards, Quick Settings - New Custom Field, Sales - Lead Detail, Contact Detail, Sales - Quote Detail, Sales - Forecasts, Commerce - Home, Commerce - New Product. • Content overlaps when zoom is increased to 200%: Contacts. • Content overruns when zoom is increased to 200%: Your Account - Products - Checkout Flow. • Content truncates when zoom is increased to 200%: Sales - Analytics - Sales Dashboard, Your Account - Invoice Detail, Your Account - Products, App launcher, Sales - Quote Detail. • Content is cut off on the PDF Viewer on Firefox when zoom is increased to 200%: Sales - Quote - Create PDF. • Content is cut off on the PDF Viewer on Chrome when zoom is increased to 200%: Sales - Quote - Create PDF. • Sticky regions block the main content when the zoom is increased to 200%: Commerce - Settings - Store - Buyer Access.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites user interface does not contain images instead

Criteria	Conformance Level	Remarks and Explanations
<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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		of text. All text content is HTML text.
<p>1.4.10 Reflow (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: Content can't be presented without loss of information or functionality and without requiring scrolling in two dimensions at 320 CSS pixels.</p> <ul style="list-style-type: none"> Content is cut off when the zoom is increased to 400%: Commerce - Brand your storefront, Suggested for you - Adoption assistance, Quick Settings - Users, Your Account - Home, Your Account - Products, Change Your Password, Quick Settings - Customize Your Sales Stages, Your Account - Products - Checkout Flow, Your Account - Quote Detail. Main content area of dialogs becomes extremely limited when the zoom is increased to 400%: Guidance Center - Home, Guidance Center - Start Selling and Grow Your Business, To Do List - New Task, To Do List, Sales - New Event. Extra scroll bar appears when the zoom is increased to 400%: Your

Criteria	Conformance Level	Remarks and Explanations
		<p>Account - Products, Your Account - Products - Checkout Flow, Your Account - Quote Detail, What brings you to Salesforce?</p> <ul style="list-style-type: none"> • Functionality breaks when the zoom is increased to 400%: App launcher, Commerce - Home, Commerce - New Product, Commerce - New Product - New Attribute, Commerce - Settings - Store - Buyer Access, Contact Detail, Contacts, Explore Cards, New Contact, Quick Settings, Quick Settings - New Custom Field, Sales - Add Quote Line Item, Sales - Analytics - Sales Dashboard, Sales - Forecasts, Sales - Lead Detail, Sales - Leads - Intelligence View, Sales - Quote - Create PDF, Sales - Quote Detail, Service - New Knowledge Article, Suggested for You - Setup - Home. • Main content area becomes extremely limited when zoom is increased to 400%: Your Account - Home, Home, Sales - Calendar, Sales - Analytics - Home, Sales - Analytics - Browse, Your Account - Quote Detail. • Sticky regions block the main content area when zoom is increased to 400%: Quick Settings - Users, Commerce - Brand your storefront.

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>	<p>Web: Partially Supports</p>	<p>Web: Visual information required to identify Salesforce Sales Cloud & Growth - Suites user interface components and states, as well as meaningful graphical objects, is distinguishable with accepted contrast.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● Non-text objects do not meet minimum contrast requirements: Change Your Password, Guidance Center - Start Selling in Salesforce, Quick Settings, Quick Settings - Customize Your Sales Stages, Quick Settings - New Custom Field, Sales - Analytics - Browse, Sales - Analytics - Home, Sales - Calendar, Sales - Leads - Intelligence View, Sales - New Event, Service - New Knowledge Article, Suggested for You - Setup - Home, To Do List - New Task. ● Focus indicator does not meet minimum contrast requirements: Sales - Analytics - Sales Dashboard, Sales - Forecasts, Sales - Leads - Intelligence View, Suggested for you - Nudge prompt, Suggested for You - Setup - Home, Your Account - Invoice Detail, Your Account - Invoice Detail. ● Focus indicator does not meet minimum contrast requirements in the PDF

Criteria	Conformance Level	Remarks and Explanations
		<p>Preview on Firefox: Sales - Quote - Create PDF.</p> <ul style="list-style-type: none"> Non-text objects do not meet minimum contrast requirements in the PDF Preview on Firefox: Sales - Quote - Create PDF.
<p>1.4.12 Text Spacing (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 Sales Cloud & Growth - Suites supports various text style properties and ensures no loss of content or functionality when changes are made to setting or style properties, such as line-height and spacing.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> Text is cut off, overlaps and truncates when user increases text spacing: Commerce - Settings - Store - Buyer Access, Quick Settings - New Custom Field, Sales - Analytics - Home, Sales - Analytics - Sales Dashboard, Sales - Calendar, Sales - Forecasts, Sales - Lead Detail, Sales - Quote - Create PDF, Your Account - Contract Detail, Your Account - Invoice Detail, Your Account - Products - Checkout Flow, Your Account - Quote Detail. Text does not change in the PDF Preview on Firefox: Sales - Quote - Create PDF.
<p>1.4.13 Content on Hover or Focus (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) 	Web: Partially Supports	Web: Salesforce Sales Cloud & Growth - Suites user interface enables people with low vision to interact with and dismiss

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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>		<p>information presented on mouse pointer hover or keyboard focus.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> Content on hover can't be dismissed without moving the mouse pointer: Your Account - Contract Detail, Your Account - Invoice Detail, Your Account - Products - Checkout Flow, Suggested for You - Setup - Home, Suggested for you - Nudge prompt, Commerce - Settings - Store - Buyer Access, Commerce - New Product, Commerce - New Product - New Attribute. Content on keyboard focus can't be dismissed without moving focus: Sales - Analytics - Browse, Sales - Analytics - Home. Content on hover or focus can't be dismissed without moving the mouse pointer: Suggested For You - Nudge Prompt.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Salesforce Sales Cloud & Growth - Suites contains contextual navigation methods that allow users to navigate to different sections or pages as desired.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <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 		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Web: Salesforce Sales Cloud & Growth - Suites contains descriptive headings and labels to inform assistive technology users of their location and current activity. However, there are a few exceptions: <ul style="list-style-type: none"> Instructions are misleading and inaccurate: Suggested For You - Nudge Prompt. Label does not adequately describe the purpose of the form field: Quick Settings - New Custom Field, Quick Settings - Customize Your Sales Stages. List has a verbose name: Sales - Analytics - Sales Dashboard.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Web: User interface components across Salesforce Sales Cloud & Growth - Suites have a visible focus indicator when they receive keyboard focus. However, there are a few exceptions: <ul style="list-style-type: none"> Interactive element does not have a visible focus indicator: Sales - Forecasts, Sales - Calendar, Sales - Add Quote Line Item, Sales - Analytics - Sales Dashboard. Interactive element does not have a clearly visible

Criteria	Conformance Level	Remarks and Explanations
		<p>focus indicator: Sales - Leads - Intelligence View.</p> <ul style="list-style-type: none"> Interactive element does not appear on keyboard focus: Sales - Leads - Intelligence View.
<p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: Keyboard focus of interactive elements across Salesforce Sales Cloud & Growth - Suites is usually at least partially visible.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> Focused element is completely hidden underneath sticky container: Commerce - Home, Commerce - New Product, Contact Detail, Contacts, Explore Cards, Sales - Analytics - Browse, Sales - Analytics - Home, Sales - Forecasts, Sales - Leads - Intelligence View, Your Account - Contract Detail, Your Account - Invoice Detail. Focused element is partially obscured under sticky container: Your Account - Products - Checkout Flow.
<p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Salesforce Sales Cloud & Growth - Suites provides a single pointer alternative to dragging movements.</p>
<p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: The target size of pointer inputs across Salesforce Sales Cloud & Growth - Suites is at least 24 by 24 CSS pixels.</p> <p>However, there are some exceptions:</p> <ul style="list-style-type: none"> Touch targets are not large enough: Commerce

Criteria	Conformance Level	Remarks and Explanations
		- Home, Contacts, Home, Sales - Add Quote Line Item, Sales - Analytics - Home, Sales - Leads - Intelligence View, To Do List, Your Account - Products, Your Account - Products - Checkout Flow.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Where the UI controls or content in Salesforce Sales Cloud & Growth - Suites is in a different language than the rest of the page, it is marked up with HTML language attributes.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <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 Sales Cloud & Growth - Suites provides consistent and repeated top menu navigation mechanisms across all pages.
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: EN 301 549 Criteria	Web: Supports	Web: Components and user interface controls with the same functionality are identified

Criteria	Conformance Level	Remarks and Explanations
<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) Revised Section 508 <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 		consistently across Salesforce Sales Cloud & Growth - Suites.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Web: Salesforce Sales Cloud & Growth - Suites provides suggestions for correcting errors, including identifying required fields. However, there is one exception: <ul style="list-style-type: none"> The error message is not informative on the Commerce - New Product page.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <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 Sales Cloud & Growth - Suites can be checked and confirmed by the user before final submission.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites does not rely on

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		cognitive function tests for authentication purposes.
<p>4.1.3 Status Messages (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"> • 9.4.1.3 (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 Sales Cloud & Growth - Suites provides status messages that can be programmatically determined using roles or properties, which assistive technologies can present without moving the focus.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • The status message is not announced by screen readers: Commerce - Brand your storefront, Quick Settings - Users, Sales - Analytics - Browse, Sales - Analytics - Sales Dashboard, Sales - Forecasts, Suggested for you - Adoption assistance, Your Account - Products - Checkout Flow. • Loading state is not announced by the screen reader: Start your free sales trial, Commerce - Brand your storefront. • Status message is not announced by VoiceOver: Sales - New Event. • Status message is not announced on the PDF Viewer on Firefox: Sales - Quote - Create PDF. • Page update is not announced by the screen reader: Sales - Calendar. • Password requirement indicator not announced by the screen reader: Change Your Password.

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	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies.</p> <p>The core features and controls are reachable using the keyboard alone and are announced by assistive technology.</p> <p>However, there are some errors in naming and focus management, and no transcripts or audio descriptions are provided for audio-visual material. Refer to the WCAG 2.x section for details.</p>
302.2 With Limited Vision	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites partially supports standard browser magnification.</p> <p>The content is mostly compatible with assistive technologies and mostly supports screen readers for people with visual disabilities up to 200% zoom. There is limited zoom magnification support at 400%.</p>

Criteria	Conformance Level	Remarks and Explanations
		Refer to the WCAG 2.x section for details.
302.3 Without Perception of Color	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites does not rely solely on the use of color to convey information. Color is only used as a decorative or supplemental attribute of user interface elements.</p> <p>The visual presentation of text mostly has a sufficient contrast ratio for the foreground and background colors.</p> <p>However, there are some exceptions. Refer to WCAG 2.x section for details.</p>
302.4 Without Hearing	Web: Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites does not include features that require hearing to be used.</p> <p>Prerecorded audio-video content includes captions.</p>
302.5 With Limited Hearing	Web: Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites does not include features that require hearing to be used. It also does not include auto-playing content. Prerecorded audio-video content includes captions.</p>
302.6 Without Speech	Web: Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites does not require speech to operate or retrieve information.</p>
302.7 With Limited Manipulation	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites supports standard input mechanisms such as touch events and simple gestures. The UI controls do not require fine motor skills or simultaneous actions.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>The UI controls mostly have large target areas that do not create problems for individuals with limited dexterity.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
302.8 With Limited Reach and Strength	Web: Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites 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).</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites does not function in a way that is prohibitive to users with cognitive or learning disabilities. End-users with disabilities can open a support request directly at http://help.salesforce.com.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>

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 <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 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

EN 301 549 Report

Notes:

Clause 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies.</p> <p>The core features and controls are reachable using the keyboard alone and are announced by assistive technology.</p> <p>However, there are some errors in naming and focus management, and no transcripts or audio descriptions are provided for audio-visual material. Refer to the WCAG 2.x section for details.</p>
4.2.2 Usage with limited vision	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites partially supports standard browser magnification.</p> <p>The content is mostly compatible with assistive technologies and mostly supports screen readers for people with visual disabilities up to 200% zoom. There is limited zoom magnification support at 400%.</p>

		Refer to the WCAG 2.x section for details.
4.2.3 Usage without perception of color	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites does not rely solely on the use of color to convey information. Color is only used as a decorative or supplemental attribute of user interface elements.</p> <p>The visual presentation of text mostly has a sufficient contrast ratio for the foreground and background colors.</p> <p>However, there are some exceptions. Refer to WCAG 2.x section for details.</p>
4.2.4 Usage without hearing	Web: Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites does not include features that require hearing to be used. Prerecorded audio-video content includes captions.</p>
4.2.5 Usage with limited hearing	Web: Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites does not include features that require hearing to be used. It also does not include auto-playing content. Prerecorded audio-video content includes captions.</p>
4.2.6 Usage with no or limited vocal capability	Web: Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites does not require speech to operate or retrieve information.</p>
4.2.7 Usage with limited manipulation or strength	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites supports standard input mechanisms such as touch events and simple gestures. The UI controls do not require fine motor skills or simultaneous actions.</p> <p>The UI controls mostly have large target areas that do not</p>

		<p>create problems for individuals with limited dexterity.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
4.2.8 Usage with limited reach	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites is software that can be run in a browser and does not require physical reach.
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Web: Partially Supports	<p>Web: Salesforce Sales Cloud & Growth - Suites does not function in a way that is prohibitive to users with cognitive or learning disabilities. End-users with disabilities can open a support request directly at http://help.salesforce.com.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
4.2.11 Privacy	Web: Supports	Web: Salesforce Sales Cloud & Growth - Suites is software that runs in a browser and does not interfere with the use 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 (602.2) 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