

Team Index Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: CHAMP Salesforce application

Product Description: Salesforce platform and development

Date: July 9, 2018

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Notes: None

Evaluation Methods Used: Testing is based on general product knowledge; Testing with Assistive Technologies; and Other testing methods (checklists)

Applicable Standards/Guidelines: This report covers the degree of conformance for the following accessibility standard/guidelines in Table 1.

Table 1: Applicable Standards and Guidelines

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017	(Yes)
Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	(No)

Terms

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

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

WCAG 2.0 Report

Table 2 and Table 3 also document conformance with:

- 7 Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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

Table 2: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)</p>	<p>Supports with exception</p>	<p>The images provided within the Salesforce Lightning Service Console user interface have meaningful alternative (alt) text descriptions. Non-relevant, decorative or formatting images contains null alt attributes or inserted as a background image. Service Console does not use CAPTCHA for any content access.</p> <p>Most of the form buttons controls have descriptive values and form inputs have proper text label with the following exception:</p> <p style="padding-left: 40px;">The “Close” button displayed within the various “Edit and View details, Instruction Failed and Irreversible Action” Macro preview panels does not contain any assistive value and is not properly announced by assistive technology.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)</p>	<p>Not applicable</p>	<p>Does not apply. Salesforce Lightning Service Console has prerecorded “Help and Training” videos only media which contains closed caption but no separate audio track or other form of media alternative provided in form of text.</p>
<p>1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)</p>	<p>Supports</p>	<p>Salesforce Lightning Service Console has prerecorded “Help and Training” media which contains closed caption to meet this criteria.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	Does not apply. Salesforce Lightning Service Console core features does not include any audio descriptions or time-based media alternative for the pre-recorded video content.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Supports with exceptions</p>	<p>Salesforce Lightning Service Console core user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text.</p> <p>WAI-ARIA landmarks, identity, role, operation and state are used within Salesforce Lightning Service Console user screens to help convey presentation and assistive technology. A descriptive text is used to indicate the various types of content and controls, and the relationships between them.</p> <p>The form label elements within the Lightning experience pages are properly associated and placed in-line for the form fields.</p> <p>Most of the data tables within Salesforce Lightning Service Console are identified properly with column and/or row headers are properly identified (using the <th> element and scope attributes) with the following exception as data table column and header relationship is not properly announced by assistive technology in “Version Tree Grid” section table.</p> <p>Other Exceptions:</p> <ul style="list-style-type: none"> “Expand” and “Collapse” arrows within “Knowledge Details - Categories Section” page and “Edit Data Categories” modal window are not announced by the screen reader for the accordion panels, if they are expanded or collapsed. The timer count information displayed within “Omni-Live” panel whenever the agent is waiting to accept the user chat is not announced by assistive technology.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	Supports with exceptions	<p>Salesforce Lightning Service Console user interface are developed in meaningful and correct reading sequence order that can be programmatically determined. As an example, inputs and labels are contained within the same division element and are listed in sequence with the following exception:</p> <p>The reading sequence order is not correctly defined to access "Seen" link within "Social Feed" messages.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	Supports	All instructions for operating within Salesforce Lightning Service Console user interface content is provided in textual format. Instructions and operating content do not rely on shape, size or visual location and instructions do not rely solely upon sound.
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	Supports	Salesforce Lightning Service Console does not use color alone to distinguish the importance of a visual element. Menus and tabs use highlighting to indicate current location. This information is also communicated by WAI-ARIA role and selected state.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	Not applicable	Does not apply. Salesforce Lightning Service Console pages do not include any audio sounds.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	Supports with exceptions	<p>Most of the features and controls in the Salesforce Lightning Service Console user interface are reachable using the keyboard alone. They may be executed using the Tab key and other keys, as required by the criteria. However, there is an exception to this, including the following:</p> <p>The keyboard focus is not set correctly for some modal window interactions for "Preview Email", "Change Owner" and "Change Knowledge Record Type" user screens as whenever they are opened current keyboard focus goes behind the window and there is no way to navigate back within the modal to close or read the modal window content.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	Supports	Salesforce Lightning Service Console controls and interactive elements that can be entered via the keyboard can also be escaped by pressing either the "Tab or Shift- Tab" keys or other standard exit methods supplied by the browser and/or assistive technology. Keyboard focus is not locked or trapped at any one particular page element.

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Users are alerted within Salesforce Lightning Service Console with time response modal window and provided options to select additional time for continuing the login session. Besides this capability, there are no other features or functionality within Salesforce Lightning Service Console that requires any time limits.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	Does not apply. Salesforce Lightning Service Console interface does not include any moving, blinking, scrolling, or auto-updating information.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	Does not apply. Salesforce Lightning Service Console does not use flashes or flashing objects.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	Supports	Salesforce Lightning Service Console has “Skip to navigation” and “Skip to main content” link at the top of every page that will bypass top and left navigation and users are directed to the main content area of the page more efficiently. The pages are also provided with headings and ARIA landmarks to aid with rapid navigation to desired content.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	Supports	All the pages, modal window and panels available within Salesforce Lightning Service Console are provided with meaningful and relevant page titles to a user's current location and page navigation within the application.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	Supports	Salesforce Lightning Service Console interface and controls are navigated sequentially by tabbing through the various inputs & labels. The user controls receive keyboard focus in the same tab order in which they are presented visually.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All link elements within Salesforce Lightning Service Console provide a purpose both through the link text itself and the title attribute, even when read out of context.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>The default language of page is specified or set on the html tag for all pages in Salesforce Lightning Service Console with the following exception:</p> <p style="padding-left: 40px;">HTML language is not specified within the iframe used for displaying information within "Preview Email" modal window, "Omni-Channel" panel and "CK editor" control.</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	There is no context change within Salesforce Lightning Service Console user interface when a component receives focus

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Supports</p>	<p>There is no context change upon changing any user interface component within Salesforce Lightning Service Console.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports with exceptions</p>	<p>Users are visually notified and announced by assistive technology whenever an input error is detected within Salesforce Lightning Service Console data entry forms when a field that must be completed has not been completed.</p> <p>Proper information is provided in the form of text next to field level input elements to enable the users to identify which fields were omitted and needs to be completed.</p> <p>However, there are some exceptions to this, including the following:</p> <ul style="list-style-type: none"> Required form fields within "Send Email" section are not announced as required by the screen readers. The common error validation message is not displayed and announced by screen readers on the "Save as Template" modal window whenever there is an error on the form. Validation error alert message on the "Change Owner" modal window is not announced by screen reader whenever the error has occurred on the modal window. The error hint message displayed visually below the "Content" text box is not announced by screen reader. No mechanism to quickly give the assistive technology or keyboard only users direct link access to the form control that must be remedied.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Proper labels are provided for the input form fields in Salesforce Lightning Service Console. Instructions are provided next to the important input elements in the form of tooltips or instructions to assist keyboard users and assistive technology users.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>All core pages in Salesforce Lightning Service Console are written to HTML5 specifications. HTML elements used have complete start and end tags and are properly nested. Most of the elements IDs are identified uniquely.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>The name, role and value in Salesforce Lightning Service Console user interface are available to assistive technologies via HTML or WAI-ARIA. All buttons are standard HTML form inputs.</p>

Table 3: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Not applicable</p>	<p>Does not apply. Salesforce Lightning Service Console core features does not include any live audio content. Prerecorded “Help and Training” media is available which contains close caption embedded within the video.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Not applicable</p>	<p>Does not apply. Salesforce Lightning Service Console prerecorded “Help and Training” media does not contains any separate audio description but do provide close caption embedded within the video.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with exceptions	<p>Sufficient color contrast is provided between foreground and background text colors to meet at least 4.5:1 contrast ratio for easy and clear legibility for people with moderately low vision in Salesforce Lightning Service Console user interface and controls with the following exceptions:</p> <ul style="list-style-type: none"> The pill button blue text and grey background within "Send Email" form does not meet the minimum color contrast standards. The "asterisk" text available on the top menu navigation during "Chat" session fails the minimum color contrast ratio requirements. The green background action buttons available within "CK Editor" control options does not meet the minimum color contrast standards.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with exceptions	<p>Most of the text and images within Salesforce Lightning Service Console can be resized with the browser zoom feature. Some of the pages or controls contain issues when a text size is zoomed at 200%. Text in the controls and pages work fine below 150% text increase.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	<p>Does not apply. Salesforce Lightning Service Console does not contain images in lieu of text. All text content within lightning interface is included as pure text.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	Supports	Salesforce Lightning Service Console interface and interaction within the application is extremely simple. It contains a landing home page and contextual side navigation, from which the user can launch or locate to different section or pages they are seeking.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	Supports with exceptions	<p>Most of the headings and labels within Salesforce Lightning Service Console are descriptive for where the user is and what they are doing with the following exception:</p> <p>The heading structure order is not logically nested within "Account", "Knowledge", and "Chat" detail pages."</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	Supports with exceptions	<p>Focus indicator within Salesforce Lightning Service Console core interface and controls are always visible and contrasts well with the surrounding content and background with an exception:</p> <p>Focus visible indicator cannot be located on the "X" close button within Omni-Chat additional dialog options such as "Request a File, Block this User" in the "Chat Details" page.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The human language information in the Salesforce Lightning Service Console user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Salesforce Lightning Service Console provides consistent and repeatable top and side menu navigation mechanism to assist users with assistive technologies.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Components and user interface controls are identified consistently for the same functionality across Salesforce Lightning Service Console.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Whenever error is automatically detected within Salesforce Lightning Service Console data entry forms, the error suggestions for corrections are identified and provided visually to the user at the top of the form.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>A confirmation message or a page is provided to the user within Salesforce Lightning Service Console workflow forms to before submitting the action, be it an insert, update or delete.</p> <p>Data entered by users are checked using validation methods to help users to confirm and correct data submissions.</p>

2017 Section 508 Report

Notes: None

Chapter 3: Functional Performance Criteria (FPC)

Notes: None

Table 4: Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with exceptions	Most of the features and controls in the Salesforce Lightning Service Console user interface uses standard accessibility techniques to allow blind or visually impaired users to engage in assistive technology (screen reader) to interact with end user interface elements.
302.2 With Limited Vision	Supports	Most of the features and controls in the Salesforce Lightning Service Console user interface uses standard accessibility techniques to allow blind or visually impaired users to engage in assistive technology (screen reader) to interact with end user interface elements.
302.3 Without Perception of Color	Supports	Salesforce Lightning Service Console does not use color alone to distinguish the importance of a visual element. Menus and tabs use highlighting to indicate current location. This information is also communicated by WAI-ARIA role and selected state.
302.4 Without Hearing	Supports	Salesforce Lightning Service Console does not rely on sound alone or user hearing to access any of its core functionality.
302.5 With Limited Hearing	Supports	Salesforce Lightning Service Console does not rely on sound alone or user hearing to access any of its core functionality.
302.6 Without Speech	Supports	Salesforce Lightning Service Console does not require user speech.
302.7 With Limited Manipulation	Supports	Salesforce Lightning Service Console does not require fine motor control or simultaneous actions. Salesforce Lightning Service Console user interface and controls have large target areas that would not cause problems for people with fine motor control or limited reach and strength.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	Salesforce Lightning Service Console does not require fine motor control or simultaneous actions. Salesforce Lightning Service Console user interface and controls have large target areas that would not cause problems for people with fine motor control or limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Applicable	Not applicable

Chapter 4: Hardware

Notes: BI/ETL projects are web and software-based and are not subject to the requirements of this section.

Chapter 5: Software

Notes: None

Table 5: Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	Salesforce Lightning Service Console user interface and controls do not disrupt, deactivate, or interfere with the accessibility features of the Windows operating system such as filter keys, toggle keys or sticky keys.
502.2.2 No Disruption of Accessibility Features	Supports	Salesforce Lightning Service Console user interface and controls do not disrupt, deactivate, or interfere with the accessibility features of the Windows operating system such as filter keys, toggle keys or sticky keys.

Criteria	Conformance Level	Remarks and Explanations
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Salesforce Lightning Service Console user interface and interactive elements uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of the user interface elements to assistive technologies
502.3.2 Modification of Object Information	Supports	Salesforce Lightning Service Console user interface and interactive elements uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of the user interface elements to assistive technologies
502.3.3 Row, Column, and Headers	Supports with Exceptions	<p>Data tables with column and/or row headers are properly identified (using the <th> element and scope attributes) within Salesforce Lightning Service Console with the following exception:</p> <p style="padding-left: 40px;">Data table column and header relationship is not properly announced by assistive technology in “Version Tree Grid” and “History” panel tables</p>
502.3.4 Values	Supports	Salesforce Lightning Service Console product elements use standard object attributes that are programmatically determinable.
502.3.5 Modification of Values	Supports	Salesforce Lightning Service Console product elements use standard object attributes that can be set programmatically through assistive technology.
502.3.6 Label Relationships	Supports	Salesforce Lightning Service Console uses standard HTML attributes to describe label relationships of user interface elements to Assistive Technologies.

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Supports	Salesforce Lightning Service Console uses standard HTML markup to express hierarchical relationships.
502.3.8 Text	Supports	Salesforce Lightning Service Console user interface and interactive elements uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of the user interface elements to assistive technologies.
502.3.9 Modification of Text	Supports	Salesforce Lightning Service Console user interface and interactive elements uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of the user interface elements to assistive technologies.
502.3.10 List of Actions	Supports	Salesforce Lightning Service Console user interface and interactive elements uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of the user interface elements to assistive technologies.
502.3.11 Actions on Objects	Supports	Salesforce Lightning Service Console user interface and interactive elements uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of the user interface elements to assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Supports with exceptions	Salesforce Lightning Service Console provides a clear visual indication of current focus for all the interactive interface elements with an exception: Focus visible indicator cannot be located on the "X" close button within Omni-Chat additional dialog options such as "Request a File, Block this User" in the "Chat Details" page.
502.3.13 Modification of Focus Cursor	Supports with exceptions	Salesforce Lightning Service Console provides a clear visual indication of current focus for all the interactive interface elements with an exception: Focus visible indicator cannot be located on the "X" close button within Omni-Chat additional dialog options such as "Request a File, Block this User" in the "Chat Details" page.
502.3.14 Event Notification	Supports	Salesforce Lightning Service Console user interface and interactive elements uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of the user interface elements to assistive technologies.
502.4 Platform Accessibility Features	Supports	The Salesforce platform (Force.com) supports the development of accessible applications that follow this standard.
503 Applications	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	Supports	Salesforce Lightning Service Console user interface and controls do not disrupt, deactivate, or interfere with the accessibility features of the Windows operating system such as filter keys, toggle keys or sticky keys.
503.3 Alternative User Interfaces	Not applicable	Salesforce Lightning Service Console does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	The Salesforce platform (Force.com) supports the development of accessible applications that follow this standard.
503.4.2 Audio Description Controls	Supports	The Salesforce platform (Force.com) supports the development of accessible applications that follow this standard.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	Salesforce Lightning Service Console is not an authoring tool.
504.2.2 PDF Export	Not applicable	Salesforce Lightning Service Console is not an authoring tool.
504.3 Prompts	Not applicable	Salesforce Lightning Service Console is not an authoring tool.
504.4 Templates	Not applicable	Salesforce Lightning Service Console is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes: None

Table 6: Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
<i>601.1 Scope</i>	Heading cell – no response required	Heading cell – no response required
<i>602 Support Documentation</i>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Salesforce provides information on Salesforce Lightning Service Console user interface accessibility features in the documentation. End-users with disabilities can open support request directly at http://help.salesforce.com .
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Salesforce provides electronic versions of all product support documentation related to Salesforce Lightning Service Console. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com .
<i>603 Support Services</i>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not applicable	Salesforce Lightning Service Console is not a help desk, call center, training service, or automated self-service technical support.
603.3 Accommodation of Communication Needs	Not applicable	Salesforce Lightning Service Console is not a help desk, call center, training service, or automated self-service technical support.