Salesforce Accessibility Conformance Report

VPAT® (Voluntary Product Accessibility Template®) version 2.4

Name of Product/Version:	**Salesforce Maps Core (Desktop)** **Winter '21**
Report Date:	**November 2020**
Product Description:	Salesforce Maps empowers the workforce on every journey, at every location, with add-ons for complex routes, territory optimization, and live updates from the field.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes features of the **Salesforce Maps Core (Desktop) –** Theeatures include **Layers, Routing, Scheduling, List, Search, and Settings.** For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility
Evaluation Methods Used:	Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. The following operating system, browsers, toolsets, and screen readers are used for evaluation: Windows 10, JAWS/Chrome, NVDA/Firefox, manual accessibility testing, and keyboard testing with visual focus.

Applicable Standards/Guidelines

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

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

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The images provided within the Salesforce Maps Core (Desktop) have a meaningful alternative (alt) text description. Non-relevant or decorative images have null alt attributes or are inserted as a background image. Salesforce Maps Core (Desktop) does not use CAPTCHA for any content access. However, there are a few exceptions: • Many informative and decorative images using SVG elements lack alternative information or meaningful representation of the graphic, to describe to the assistive technology. • Some custom button controls and navigation graphics lack assistive value to describe the visual information to assistive technology.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Maps Core (Desktop) features do not include prerecorded audio-only or video-only as a standard default functionality.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Maps Core (Desktop) features do not include prerecorded audio or video as a standard default functionality.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Maps Core (Desktop) features do not include any audio description or time-based media alternative for any of the prerecorded video content provided as part of the standard website.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Maps Core (Desktop) user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text. Headings and WAI-ARIA landmarks, identity, role, operation, and state are used to help convey the presentation to assistive technologies. A descriptive text is used to indicate the various types of content and controls, and the relationships between them. The form label elements are correctly associated and placed in-line with the form fields. However, there are a few exceptions: • The table column headers within the "Marker Layers" and "Markers List" modal windows are not appropriately structured to define the column header and data cells relationship. • Placeholder values are used in text fields instead of visual labels in some of the form elements. • Modal windows within "Salesforce Maps" are not structured properly as once they are opened; the assistive technology does not inform blind or visually impaired users about the modal heading and information. • The toast/alert notification displayed on the screen is not announced by the assistive technology across Salesforce Maps. • The rating star available for each store is not announced properly by the assistive technology.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Maps Core (Desktop) is developed in a meaningful and correct reading sequence that can be programmatically determined. As an example, inputs and labels are contained within the same division element and listed in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All instructions for operating within Salesforce Maps Core (Desktop) user interface content is provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Maps Core (Desktop) does not use color alone to distinguish the importance of a visual element. The textual representation is always used as the primary mechanism for conveying information. Menus and tabs use highlighting to indicate the current location. The WAI-ARIA role and selected state also communicate the proper information. However, there are a few exceptions: • Some of the selected elements are not announced as selected or pressed by the assistive technology, as displayed visually by the color. • Error and validation messages are indicated solely by color but not announced by the assistive technology.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Maps Core (Desktop) pages do not include audio or video content by default.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Maps Core (Desktop) supports standard keyboard navigation and input functions (pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections). However, there are a few exceptions: • Some of the interactive UI element controls such as "Menus", "Dialog Panel", "Buttons", "Select Dropdown", "Images" and hyperlinks available within "Maps Core (Desktop)" are not accessible with the keyboard. • The "Left Panel" control to display "Layers", "Routes", "Schedule" and "Lists" information is not directly accessible and/or announced by the assistive technology once it is opened. • The "Layers", "Routes", "Schedule" and "List" navigation elements available on the "Toolbar" are not accessible using the keyboard. • Some of the tooltip information is only available to mouse users but not provided to the keyboard and assistive technology users. • The "Close" button within the "Validation" and "Error" dialog panels available are not accessible using the keyboard and are not announced by assistive technology. • The "Search Results" are not announced by the assistive technology whenever "Up" and "Down" arrow keys are used to navigate the search results. • The "Range Slider" control within the "Add Boundary" screen is not accessible or reachable with the keyboard. • The "Drag and drop" movable routes position cannot be performed using the keyboard.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Maps Core (Desktop) features support standard keyboard navigation and ensure that keyboard users cannot be trapped in a subset of content. The keyboard focus is not locked or trapped at any page element.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Salesforce Maps Core (Desktop) does not provide any keyboard shortcuts for the standard controls and content.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Maps Core (Desktop) provides session time alerts and provides options to select an additional time for continuing the login session. Other than this capability, there are no other features or functionalities that require any time limits.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Maps Core (Desktop) does not include moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Maps Core (Desktop) core interface does not contain any type of flashes or flashing objects.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 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 Maps Core (Desktop) contains "Skip navigation" and "Skip to main content" links at the top of every page to bypass the top header and navigation, respectively. The pages contain marked headings and WAI-ARIA landmarks to help users rapidly navigate to the desired content.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Maps Core (Desktop) contains meaningful and relevant page titles that indicate the topic or purpose of each page.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Maps Core (Desktop) user interface and controls are navigated sequentially by tabbing through the various inputs and labels. The user controls receive keyboard focus in the same tab order in which they are presented visually. Salesforce Maps Core (Desktop) uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page. However, there are a few exceptions: • The modal windows are not directly accessible when opened, as the keyboard focus is not set inside the modal unless the item is selected using mouse interaction. • The keyboard focus does not return appropriately from the modal window to the appropriate location (link or button) from which it was triggered.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Link elements within Salesforce Maps Core (Desktop) provide a purpose both through the link text itself and the title attribute, even when read out of context.

Criteria	Conformance Level	Remarks and Explanations

2.5.1 Pointer Gestures (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 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
	Supports	Salesforce Maps Core (Desktop) can be operated with a single pointer, without multipoint or path-based gestures for an operation.

2.5.2 Pointer Cancellation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 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
	Supports	Salesforce Maps Core (Desktop) does not have any functionality that can be operated or executed using a single pointer cancellation.

2.5.3 Label in Name (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 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)
Revised Section 508 – Does not apply
	Supports	Salesforce Maps Core (Desktop) user interface has labels that include text or images of text that are visually presented with the name of the text.

2.5.4 Motion Actuation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 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
	Not Applicable	Salesforce Maps Core (Desktop) does not contain functionality that can only be operated via device or user motion.

Criteria	Conformance Level	Remarks and Explanations

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
   • 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
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	The default language of the page is specified or set on the HTML tag for most of the pages in the Salesforce Maps Core (Desktop) pages.

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
   • 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
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	There is no context change within the Salesforce Maps Core (Desktop) user interface when a component receives focus.

3.2.2 On Input (Level A)
Also applies to:
EN 301 549 Criteria
   • 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
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Changing the setting of core components and features in the Salesforce Maps Core (Desktop) user interface does not initiate any change of context.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Users are visually notified when an input error is detected within the Salesforce Maps Core (Desktop) data entry forms if a required field has not been completed. Proper error information is provided for the visual users in the form of visual text on the field level input elements to enable the users to identify which fields were omitted and must be completed. However, there are a few exceptions: • The error panel information displayed on the right bottom corner across the "Maps Core (Desktop)" screen is not identified or announced by assistive technology. • The required field within the "Choose data source" modal window is not identified properly for the assistive technology users. • Some of the error messages displayed within ArcGIS Layer – Setup" and Route – New" screens are not identified or announced by the Screen Reader.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The electronic form controls, including input fields and buttons in the Salesforce Maps Core (Desktop) features, can be operated and accessed by using assistive technology. The form label elements within the Salesforce Maps Core (Desktop) core features are properly associated and placed in-line with the form fields. However, there are a few exceptions: • Many UI action buttons available within "Maps Core (Desktop)" do not have proper visual text for the assistive technology to announce. • Some of the form fields lack explicitly associated labels within "Maps Core (Desktop)" screens. • A placeholder label attribute is currently used for some of the input text boxes.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Maps Core (Desktop) provides semantically correct markup for all interface elements. The HTML elements used within core features have complete start and end tags. All the HTML elements are properly nested, and markups used are programmatically generated to prevent parsing errors. However, there is an exception: • The "Layers panel" control has active elements with the same id attribute.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 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) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The name, role, and value used in Salesforce Maps Core (Desktop) user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs. However, there are a few exceptions: • The breadcrumbs trail displayed on the "Layers - Saved" panel pages are not structured correctly with ARIA attributes for assistive technology users to understand the breadcrumbs purpose. • The layout table used to display the "Radius" related content within the Add Boundary" panel is missing with an appropriate role attribute to inform the assistive technology. • Invalid ARIA role attributes area is provided for the "No Reference Point Set" menu and "Clear" button in the "List" screen.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Maps Core (Desktop) does not include any live audio and video content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Maps Core (Desktop) does not contain any audio description (prerecorded).
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Salesforce Maps Core (Desktop) does not restrict view and operation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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	Supports	Salesforce Maps Core (Desktop) enables the input of information about the user that can be programmed. A visible label with appropriate instructions is provided to guide the user through the input fields on the form.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Maps Core (Desktop) provides sufficient color contrast between foreground and background text colors to enhance clarity, making it more legible for individuals with moderately low vision in user interface and controls. However, there is an exception: • Several UI interactive elements and textual information across the "Salesforce Maps Core (Desktop)" pages fail to meet the minimum contrast ratio requirement.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some of the pages or user interfaces within Salesforce Maps Core (Desktop) contain resize issues when text size is zoomed at 200%. Text within the controls and pages work well below 150% text increase.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Maps Core (Desktop) user interface does not contain images in lieu of text. All text content within is included as pure text.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Not Applicable	Salesforce Maps Core (Desktop) is not designed to be viewed on smaller screen sizes.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Partially Supports	Salesforce Maps Core (Desktop) components and user controls mostly support and are distinguishable by individuals with moderately low vision, with the accepted contrast ratio. However, there is an exception: • The visual presentation for some of the custom form elements borders and focus indicators (text inputs, select dropdowns, buttons, custom menus). informative icons and navigation controls do not meet the contrast ratio of at least 3:1 against adjacent color(s).

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Supports	Salesforce Maps Core (Desktop) core user interface is implemented with proper use of CSS markup language that supports the different text style properties and ensures no loss of content or functionality when there is any change in setting or style properties such as line-height and spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Salesforce Maps Core (Desktop) user interface works in coordination with keyboard focus or pointer hover. However, there is an exception: • The tooltip information provided in some of the "Salesforce Maps Core (Desktop)" pages on the informative icons and other places does not allow the mouse pointer to hover over the tooltip content, without the additional content disappearing.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 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 Maps Core (Desktop) user interface and interaction are straightforward. It contains a landing home page and contextual top navigation, from which the user can launch or navigate to different sections or pages, as desired.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Maps Core (Desktop) contains descriptive headings and labels texts to inform assistive technology users of their location and current activity. However, there is an exception: • Some of the heading structure within the "Salesforce Maps Core (Desktop)" pages are not nested correctly and not in order.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The focus indicator within the Salesforce Maps Core (Desktop) user interface and controls are always visible and contrast well with the surrounding content and background. However, there are a few exceptions: • Some of the interactive UI elements keyboard visual focus cue indicator is not visible or located easily on the "Layers - Tabs", "Layers - Breadcrumbs", "Heatmap Options - Add Color" and "Marker Layers - Previous and Next" navigation elements while navigating on them. • The keyboard visual focus cue indicator is not visible or can be located on the navigation elements within the "Create/Edit Marker Layer" modal window using the keyboard. • The keyboard visual focus cue indicator is not visible or located easily on the "Car" interactive navigation element within the "New Route" screen while navigating on it.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The human language information in the Salesforce Maps Core (Desktop) user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology. However, there is no mechanism to specify different languages for subsets of a page.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 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 • 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	Partially Supports	Salesforce Maps Core (Desktop) provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies. However, there is an exception: • The modal windows used across the "Salesforce Maps Core (Desktop)" are not provided with consistent navigation; as in some modal windows, there is a close button and similar navigation pattern and in some of the modal windows, the close button is missing.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Components and user interface controls are identified consistently for the same functionality across all Salesforce Maps Core (Desktop) pages.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Whenever an error is automatically detected within Salesforce Maps Core (Desktop) data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form. However, there are a few exceptions: • Some of the required field error messages displayed below the input text box available within the Maps Core (Desktop) screens are not announced by the assistive technology. • Few of the required fields are not identified or announced as required by the assistive technology. • The "Folder Name" label available within the "New Folder" modal window and, the "Center" and "Time" labels available within the "Add Boundary" panel is not marked as required, and the input text boxes are not identified or announced as required by the screen reader.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Salesforce Maps Core (Desktop) does not contain forms that cause legal commitments or financial transactions. Data entered by users within Salesforce Maps Core (Desktop) functionalities are checked using validation methods to help users confirm and correct data submissions.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 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) Revised Section 508 – Does not apply	Supports	Salesforce Maps Core (Desktop) provides status messages that can be programmatically determined using roles or properties which can be presented to the user of assistive technology without receiving any focus.

Table 3: Success Criteria, Level AAA

Notes: The Salesforce Maps Core (Desktop) has not been evaluated for WCAG 2.0 Level AAA conformance.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Salesforce Maps Core (Desktop) uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies. Most of the core features and controls in the Salesforce Maps Core (Desktop) are reachable using the keyboard alone and announced by assistive technology. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.2 With Limited Vision	Partially Supports	Salesforce Maps Core (Desktop) supports standard browser magnification and contrast adjustments. Salesforce Maps Core (Desktop) is compatible with assistive technologies and supports the use of screen readers for the visually impaired. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.3 Without Perception of Color	Partially Supports	Salesforce Maps Core (Desktop) does not use color as the only means of conveying information. Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.4 Without Hearing	Not Applicable	Salesforce Maps Core (Desktop) does not include audio-only features that require a hearing to be used.
302.5 With Limited Hearing	Not Applicable	Salesforce Maps Core (Desktop) does not include audio-only features that require a hearing to be used.
302.6 Without Speech	Supports	Salesforce Maps Core (Desktop) does not require speech to operate or retrieve information. Support services related to Salesforce Maps Core (Desktop) can be found on the Salesforce.com website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at http://help.salesforce.com

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially Supports	Salesforce Maps Core (Desktop) supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Salesforce Maps Core (Desktop) user interface does not require fine motor skills controls or simultaneous actions. The Salesforce Maps Core (Desktop) user interface and controls have large target areas that do not create problems for individuals who lack fine motor skills control or those who have limited reach and strength. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.8 With Limited Reach and Strength	Partially Supports	Salesforce Maps Core (Desktop) does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce Maps Core (Desktop) can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt). However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Salesforce Maps Core (Desktop) does not function in a way that is prohibitive to users with cognitive or learning impairments. Salesforce provides information on Salesforce Maps Core (Desktop) accessibility features in the documentation. End-users with disabilities can open support request directly at http://help.salesforce.com However, there are some exceptions. Refer to the WCAG 2.x section for details.

Chapter 4: Hardware

Notes: The Salesforce Maps Core (Desktop) is a web application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: The Salesforce Maps Core (Desktop) is a web application and is not subject to the requirements of this section.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	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 Salesforce Maps Core (Desktop). End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation		End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
603 Support Services	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 Salesforce 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	Supports	Support services related to Salesforce Maps Core (Desktop) can be found at the Salesforce.com help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at http://help.salesforce.com

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Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Salesforce Maps Core (Desktop) uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.2 Usage with limited vision	Partially Supports	Salesforce Maps Core (Desktop) supports standard browser magnification and contrast adjustments and enables users to magnify the font size of the textual content available on the user screen. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.3 Usage without perception of colour	Partially Supports	Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.4 Usage without hearing	Not Applicable	Salesforce Maps Core (Desktop) does not include audio-only features that require a hearing to be used.
4.2.5 Usage with limited hearing	Partially Supports	Salesforce Maps Core (Desktop) does not include audio-only features that require a hearing to be used. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Salesforce Maps Core (Desktop) does not require speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Salesforce Maps Core (Desktop) supports standard input mechanisms such as user-provided keyboards and pointing devices. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.8 Usage with limited reach	Not Applicable	Salesforce Maps Core (Desktop) is not installed or requires any physical reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	Salesforce Maps Core (Desktop) does not include visual features with flashing that could trigger seizures.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language, or learning	Partially Supports	Salesforce Maps Core (Desktop) uses a logical focus order and provides capabilities for specifying error text for user interface components. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.11 Privacy	Supports	Salesforce Maps Core (Desktop) does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcement.

Chapter 5: Generic Requirements

Note: The Salesforce Maps Core (Desktop) supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information		
5.1.3.2 Auditory output delivery including speech		
5.1.3.3 Auditory output correlation		
5.1.3.4 Speech output user control		
5.1.3.5 Speech output automatic interruption		
5.1.3.6 Speech output for non-text content		
5.1.3.7 Speech output for video information		
5.1.3.8 Masked entry		
5.1.3.9 Private access to personal data		
5.1.3.10 Non-interfering audio output		
5.1.3.11 Private listening volume		
5.1.3.12 Speaker volume		
5.1.3.13 Volume reset		
5.1.3.14 Spoken languages		
5.1.3.15 Non-visual error identification		

Criteria	Conformance Level	Remarks and Explanations
5.1.3.16 Receipts, tickets, and transactional outputs		
5.1.4 Functionality closed to text enlargement		
5.1.5 Visual output for auditory information		
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus		
5.1.7 Access without speech		
5.2 Activation of accessibility features		
5.3 Biometrics		
5.4 Preservation of accessibility information during conversion		
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status		
5.6.2 Visual status		
5.7 Key repeat		
5.8 Double-strike key acceptance		
5.9 Simultaneous user actions		

Chapter 6: ICT with Two-Way Voice Communication

Note: The Salesforce Maps Core (Desktop) does not offer two-way voice communication and is therefore not subject to the requirements of this section.

Chapter 7: ICT with Video Capabilities

Notes: The Salesforce Maps Core (Desktop) does not offer video captioning and audio description and is therefore not subject to the requirements of this section.

Chapter 8: Hardware

Notes: Not Applicable

Chapter 9: Web (see WCAG 2.X section)

Notes:

Chapter 10: Non-Web Documents

Notes: Not Applicable

Chapter 11: Software

Notes: Not Applicable

Chapter 12: Documentation and Support Services

Notes:

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

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable