



# Salesforce Accessibility Conformance Report

VPAT® (Voluntary Product Accessibility Template®) version 2.4

<b>Name of Product/Version:</b>	<b>Communications Cloud - Mobile Subscription Management</b> <b>Winter '23</b>
<b>Report Date:</b>	<b>October 2022</b>
<b>Product Description:</b>	<p>Mobile Subscription Management consists of a portfolio of application components built specifically to serve prepaid mobile subscribers. It helps mobile service providers to offer improved customer support by providing a coordinated set of interfaces, data models, business processes, and application logic. These components supplement the Vlocity suite of applications with segment-specific capabilities, making it quicker and easier for service providers to implement engaging, effective, and consistent customer management processes.</p> <p><b>Agent Service Console – Desktop</b></p> <ul style="list-style-type: none"> <li>• Enable Agents to Personalize Customer Engagement by providing a Contextual Customer 360 View &amp; Management of their Account &amp; Services</li> <li>• Built in Service Cloud using FlexCards &amp; OmniScripts</li> </ul> <p><b>Guided Selling – Desktop</b></p> <ul style="list-style-type: none"> <li>• Assisted guided buying experience for the B2C Customer built using OmniScript Designer &amp; FlexCards for multi-service offerings</li> <li>• Pre-ordering, offer selection and configuration (LWC CPQ) &amp; configuration driven checkout</li> </ul> <p><b>Customer Self Service Portal – Desktop, Web Mobile, Tablet</b></p> <ul style="list-style-type: none"> <li>• The Self Service Portal is a fully responsive web application for B2C end users to manage their account and services provided by their Telco. It has been built using Experience Cloud with Flexcards and OmniScripts</li> </ul>
<b>Contact information:</b>	accessibility@salesforce.com
<b>Notes:</b>	<p>The scope of this ACR includes Salesforce Communications Cloud (MSM) / components such as Agent Service Console, Guided Selling, and Customer Self Service Portal.</p> <p>The following functionalities / components are currently out of scope from this ACR: Mobile testing Agent Service Console and Guided Selling components.</p>

	For more information, please visit Salesforce Product Accessibility Status at <a href="https://www.salesforce.com/company/legal/508_accessibility">https://www.salesforce.com/company/legal/508_accessibility</a>
<b>Evaluation Methods Used:</b>	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 11, iPad 15.6, JAWS/Chrome, NVDA/Firefox, iOS/VO, Android/TalkBack, manual accessibility testing, and keyboard testing with visual focus.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018</a>	<b>Yes</b>
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.2.1 (2021-03)</a>	<b>Yes</b>

## 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 2: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The default images provided within the standard Salesforce Communications Cloud (MSM) core features have a meaningful alternative (alt) text description. Non-relevant or decorative images have null alt attributes or are inserted as a background image.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The utility graphics visually presented in various MSM pages / screens are missing alternate text.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Communications Cloud (MSM) does not include any prerecorded audio-only or video-only as standard default functionality.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Not Applicable	Salesforce Communications Cloud (MSM) does not include prerecorded audio or video as standard default functionality. Salesforce Communications Cloud (MSM) does not provide the capability for captioning or defining an audio description of content provider specified video content.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Communications Cloud (MSM) does not include any audio description or time-based media alternative for any of the prerecorded video content provided as part of the standard website.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Salesforce Communications Cloud (MSM) 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 relationship between them. The data tables with column and/or row headers are properly identified.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Some “Communications Cloud (MSM)” pages either contain multiple h1 elements or are missing &lt;h1&gt; heading tag.</li> <li>• Some interactive elements in the “Communications Cloud (MSM)” pages are announced multiple times by AT.</li> <li>• Some interactive elements in the “Communications Cloud (MSM)” pages have inaccurate assistive description.</li> <li>• Visually presented data tables in some “Communications Cloud (MSM) screens are not coded as data table / grid table elements making them less programmatically available to AT.</li> <li>• Keyboard focus on some input field element in various “Communications Cloud (MSMS) page is announced by NVDA as an error with the “invalid entry” message.</li> </ul>

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<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Salesforce Communications Cloud (MSM) 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.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All instructions for operating within Salesforce Communications Cloud (MSM) user interface content are provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Salesforce Communications Cloud (MSM) 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.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The selected &amp; current calendar dates in the datepicker within various Communications Cloud (MSM) pages is conveyed exclusively by color only by applying “Light Gray” and is not identified by screen readers as the current (today’s) date.</li> <li>• The “View All” in the “Home” tab within the SSP page is conveyed exclusively by color only by identifying the link with the same “Blue” as the body text.</li> </ul>

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<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Communications Cloud (MSM) pages does not include audio or video content by default.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Salesforce Communications Cloud (MSM) 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.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The “Cancel” element in various MSM OmniScript pages is not keyboard operable. Currently, the “Cancel” element can be operated only with the mouse pointer.</li> <li>• The “Steps” progress list item buttons in Completed State in various MSM OmniScript pages is not keyboard operable.</li> <li>• The “Close (X)”, “Clear All”, and “Apply” buttons in the “Advanced Search” modal dialog window within the “Service” tab are not keyboard accessible.</li> <li>• The “Load more” link in the “Services” tab page within the “Tabset” page is not keyboard accessible.</li> <li>• The Hamburger and Profile menus in the “Home” tab within the “Customer Self Service Portal” page is not accessible by linear swiping and tapping into the icons on mobile (iOS/VO), there is no way for assistive technology users to access information in the Hamburger and Profile menus.</li> </ul>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Salesforce Communications Cloud (MSM) core 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.

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<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Communications Cloud (MSM) provides some keyboard shortcuts for the standard controls and content. The users are not allowed to turn off or reconfigure shortcuts that consist of only character keys.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Communications Cloud (MSM) does not provide session time alerts and the option to select an additional time for continuing the login session.
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Communications Cloud (MSM) does not include moving, blinking, scrolling, or auto-updating information.



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Communications Cloud (MSM) core interface does not contain any type of flashes or flashing objects.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Partially Support	<p>The “Skip to Navigation” and “Skip to Main Content” links are present in the "Communications Cloud (MSM)" pages.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The “Skip navigation” link is not available and missing from the “Customer Self Service Portal” pages.</li> <li>• The “Skip to Navigation” and “Skip to Main Content” links in the Record Page are not keyboard operable. Currently, there is no way for keyboard-only users to skip to the navigation interactive / focusable elements or to the main content interactive / focusable elements.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Salesforce Communications Cloud (MSM) contains meaningful and relevant page titles that indicate the topic or purpose of each page.
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Salesforce Communications Cloud (MSM) user interface and controls are navigated sequentially by tabbing through the various inputs and labels. The user controls receive keyboard focus on the same tab order in which they are presented visually. Salesforce Communications Cloud (MSM) uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• The keyboard focus order is not correctly provided within the Interaction Launcher utility panel.</li> <li>• The keyboard focus order is not correctly provided in the “What Can I help you with” dropdown section within the “Tabset” page.</li> <li>• The keyboard focus order is not correctly provided in the “Advanced Search” modal dialog window in the “Services” tab of the “Service Console”.</li> <li>• The keyboard focus order is not correctly provided within the “Check Serviceability” screen.</li> <li>• The keyboard focus order is not correctly provided within the “Stay Updated” modal dialog window.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Link elements within Salesforce Communications Cloud (MSM) provide a purpose both through the link text itself and the title attribute, even when reading out of context.
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Communications Cloud (MSM) can be operated with a single pointer, without multipoint or path-based gestures for an operation.
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Communications Cloud (MSM) does not have any functionality that can be operated or executed using a single pointer cancellation.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Communications Cloud (MSM) user interface has labels that include text or images of text that are visually presented with the name of the text.
<p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not Applicable	Salesforce Communications Cloud (MSM) does not contain functionality that can only be operated via device or user motion.
<p><b><u>3.1.1 Language of Page</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The default language of the page is specified or set on the HTML tag for most of the pages in the Salesforce Communications Cloud (MSM) pages.
<p><b><u>3.2.1 On Focus</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	There is no context change within the Salesforce Communications Cloud (MSM) user interface when a component receives focus.

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Changing the setting of core components and features in the Salesforce Communications Cloud (MSM) user interface does not initiate any change of context.</p>
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Users are visually notified when an input error is detected within the Salesforce Communications Cloud (MSM) data entry forms if a required field has not been completed.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• Some of the targeted error messages in various “Communications Cloud (MSM)” modal dialog windows is not announced by screen readers.</li> </ul>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The electronic form controls, including input fields and buttons in the Salesforce Communications Cloud (MSM) core features, can be operated, and accessed by using assistive technology. The form label elements within the Salesforce Communications Cloud (MSM) core features are properly associated and placed in line with the form fields.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Some of the form controls and interactive elements lack association with any form label.</li> <li>• Some of the required fields are not announced as required / missing aria-required="true".</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Salesforce Communications Cloud (MSM) 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. The element's IDs are identified uniquely.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The Radio buttons present in the "Choose Number" page contain multiple elements with the same id attributes.</li> </ul>
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Not required</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The name, role, and value used in Salesforce Communications Cloud (MSM) 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.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The parent div elements with no valid role attribute in various MSM pages / screens have aria-label="Block" attribute.</li> <li>• The "Steps" progress list in various MSM pages / screens has no accessible name.</li> <li>• The expand and collapse current state changes for some dropdown elements within various MSM pages / screens are not announced by the screen reader.</li> <li>• The Search textbox element has no accessible name in the "Services" tab within Service Console.</li> <li>• The currently displayed tab (coded as vlocity_cmt-flex-action), visually marked with white underline, in the "Customer Self Service Portal" page is not announced as current.</li> </ul>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Communications Cloud (MSM) does not include any live audio and video content.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Communications Cloud (MSM) does not contain any audio description (prerecorded).
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Communications Cloud (MSM) does not restrict view and operation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Communications Cloud (MSM) 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.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Salesforce Communications Cloud (MSM) does not use color alone to distinguish the importance of visual elements for its core user interface. The standard features within the Salesforce Communications Cloud (MSM) screens provide sufficient color contrast between foreground and background text colors to enhance clarity, making it more legible for individuals with moderately low vision in the user interface and controls.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The button text in disabled state within various MSM pages with the “White” foreground text over the “Dark Gray” background color does not meet the contrast ratio of at least 4.5:1.</li> <li>• The block container header and output field texts available within the “Activity” flexcard does not meet the contrast ratio of at least 4.5:1.</li> <li>• Rich text editor output in the Service Detail page with “Blue” foreground text over the “White” background color does not meet the contrast ratio of at least 4.5:1.</li> <li>• The color contrast failed the minimum contrast ratio requirement for the Selected Date in the Date Picker within the Edit date of birth page with the “White” foreground text over the “Orange” background color.</li> </ul>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The text and images within the Salesforce Communications Cloud (MSM) core user interface can be resized with the browser zoom feature at a 200% increase.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Zoomed to 200% at the 1280x1024 display resolution, various “Communications Cloud (MSM)” pages contain issues with content information being cut off.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Salesforce Communications Cloud (MSM) user interface does not contain images in lieu of text. All text content within is included as pure text.
<p><b><u>1.4.10 Reflow</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not Applicable	Salesforce Communications Cloud (MSM) components are not designed to be viewed on smaller screen sizes

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Salesforce Communications Cloud (MSM) components and user controls mostly support and are distinguishable by individuals with moderately low vision, with the accepted contrast ratio.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• The visual presentation for some HTML and custom form elements such as text inputs, checkboxes, buttons, progress bars, slide bars and various icon border outline and focus indicator available within the Communications Cloud (MSM) components do not meet the contrast ratio of at least 3:1 against adjacent color(s).</li> <li>• The visual presentation of the text warning image in various Mobile Subscription Management pages / screens does not meet the contrast ratio of at least 3:1 against adjacent color(s).</li> <li>• The visual presentation for the various utility icons in the “Home” tab within the “Customer Self Service Portal” page does not meet the contrast ratio of at least 3:1 against adjacent color(s).</li> <li>• The visual presentation of the “Approve” and “Reject” buttons in Completed state in the “Verify Caller” screen within the Interaction Launcher utility panel does not meet the contrast ratio of at least 3:1 against adjacent color(s).</li> </ul>
<p><b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p>Salesforce Communications Cloud (MSM) 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 settings or style properties such as line height and spacing.</p>
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p>Salesforce Communications Cloud (MSM) user interface works in coordination with keyboard focus or pointer hover.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Salesforce Communications Cloud (MSM) user interface and interactions 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.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Salesforce Communications Cloud (MSM) contains descriptive headings and labels texts to inform assistive technology users of their location and current activity. <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The label for the “Approve” and “Reject” buttons in the “Verify Caller” screen within the Interaction Launcher utility panel is not sufficiently descriptive.</li> <li>• The label for the Search input element in the “Knowledge” flexcard within the right column is not sufficiently descriptive.</li> <li>• The aria-label for the secondary month dates in the date picker month display has incorrectly defined values.</li> </ul>
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	The focus indicator within the Salesforce Communications Cloud (MSM) user interface and controls are always visible and contrast well with the surrounding content and background. <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The visual focus cue indicator is not visible on the “Interaction Launcher” button in the Utility Bar Container within the Agent Service Console pages.</li> <li>• The visual focus cue indicator is not visible on the “Reset Search” and “Search” buttons in the Docked Footer within the Interaction Launcher utility panel.</li> <li>• The keyboard visual focus cue indicator is not visible or located easily on the “Remove Row (x)” icons within the Advanced Search modal dialog window.</li> <li>• The keyboard visual focus cue indicator is not clearly visible or located easily on the “Select the date” in the “date picker” section within the “Checkout” page.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>The human language information in the Salesforce Communications Cloud (MSM) 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.</p>
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	<p>Salesforce Communications Cloud (MSM) provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Components and user interface controls are identified consistently for the same functionality across all Salesforce Communications Cloud (MSM) pages.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Whenever an error is automatically detected within Salesforce Communications Cloud (MSM) data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form. Salesforce Communications Cloud (MSM) provides suggestions for correcting errors, such as identifying required fields using the “aria-required” attribute.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The required form controls with invalid entry in the “Edit Name” and “Edit mailing address” OmniScript pages do not generate a generic error output text “Review the errors on this page”.</li> <li>• The "This field is required" error message in the “Manage Delivery” screen within the "Checkout" page is generic and does not provide users with appropriate suggestions how to resolve the error.</li> </ul>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Data entered by users within Salesforce Communications Cloud (MSM) functionalities are checked using validation methods to help users confirm and correct data submissions. Salesforce Communications Cloud (MSM) does not contain forms that cause legal commitments or financial transactions.

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.3 Status Messages</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Salesforce Communications Cloud (MSM) 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.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The search results visually displayed on the screen in the Search Results section within some MSM pages / screens, whenever search parameters have been entered, are not announced by screen reader.</li> <li>• The success status message “\$10 Voucher Topup Applied” in the “Voucher Code” screen visually displayed upon activating the “Apply Code” button is not announced by screen readers.</li> </ul>

**Table 3: Success Criteria, Level AAA**

Notes: Salesforce Communications Cloud (MSM) has not been evaluated for WCAG 2.0 Level AAA conformance.

## Revised Section 508 Report

### Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Salesforce Communications Cloud (MSM) 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 Communications Cloud (MSM) are reachable using the keyboard alone and announced by assistive technology.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
302.2 With Limited Vision	Partially Supports	<p>Salesforce Communications Cloud (MSM) supports standard browser magnification and contrast adjustments. Salesforce Communications Cloud (MSM) is compatible with assistive technologies and supports the use of screen readers for the visually impaired.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
302.3 Without Perception of Color	Partially Supports	<p>Salesforce Communications Cloud (MSM) 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.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
302.4 Without Hearing	Not Applicable	Salesforce Communications Cloud (MSM) does not include audio-only features that require a hearing to be used.
302.5 With Limited Hearing	Not Applicable	Salesforce Communications Cloud (MSM) does not include audio-only features that require a hearing to be used.
302.6 Without Speech	Supports	<p>Salesforce Communications Cloud (MSM) does not require speech to operate or retrieve information. Support services related to Salesforce Communications Cloud (MSM) 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 requests directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a></p>

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially Supports	<p>Salesforce Communications Cloud (MSM) supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Salesforce Communications Cloud (MSM) user interfaces does not require fine motor skills controls or simultaneous actions. The Salesforce Communications Cloud (MSM) 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.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
302.8 With Limited Reach and Strength	Partially Supports	<p>Salesforce Communications Cloud (MSM) does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce Communications Cloud (MSM) can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt).</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>Salesforce Communications Cloud (MSM) does not function in a way that is prohibitive to users with cognitive or learning impairments. Salesforce provides information on Salesforce Communications Cloud (MSM) accessibility features in the documentation. End-users with disabilities can open support requests directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a></p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>

## Chapter 4: Hardware

Notes: Salesforce Communications Cloud (MSM) is a web application and is not subject to the requirements of this section.

## Chapter 5: Software

Notes: Salesforce Communications Cloud (MSM) 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
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Salesforce provides electronic versions of all product support documentation related to Salesforce Communications Cloud (MSM). End-users with disabilities can request additional product support documentation by opening a new case at <a href="http://help.salesforce.com">http://help.salesforce.com</a>
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> 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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Salesforce provides electronic versions of all product support documentation related to Salesforce Communications Cloud (MSM) accessibility. End-users with disabilities can request additional product support documentation by opening a new case at <a href="http://help.salesforce.com">http://help.salesforce.com</a>
603.3 Accommodation of Communication Needs	Supports	Support services related to Salesforce Communications Cloud (MSM) 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 requests directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a>

# EN 301 549 Report

## Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	<p>Salesforce Communications Cloud (MSM) uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
4.2.2 Usage with limited vision	Partially Supports	<p>Salesforce Communications Cloud (MSM) supports standard browser magnification and contrast adjustments and enables users to magnify the font size of the textual content available on the user screen.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
4.2.3 Usage without perception of colour	Partially Supports	<p>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.</p> <p>However, there is an exception. Refer to the WCAG 2.x section 1.4.1 Use of Color for detail.</p>
4.2.4 Usage without hearing	Not Applicable	Salesforce Communications Cloud (MSM) does not include audio-only features that require a hearing to be used.
4.2.5 Usage with limited hearing	Not Applicable	Salesforce Communications Cloud (MSM) does not include audio-only features that require a hearing to be used.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Salesforce Communications Cloud (MSM) does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Salesforce Communications Cloud (MSM) supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Not Applicable	Salesforce Communications Cloud (MSM) is not installed or requires any physical reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	Salesforce Communications Cloud (MSM) does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language, or learning	Partially Supports	<p>Salesforce Communications Cloud (MSM) uses a logical focus order and provides capabilities for specifying error text for user interface components.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>

Criteria	Conformance Level	Remarks and Explanations
4.2.11 Privacy	Supports	Salesforce Communications Cloud (MSM) does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements.

## Chapter 5: [Generic Requirements](#)

Note: Salesforce Communications Cloud (MSM) supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	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		
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		
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<b>5.1.6.1 Closed functionality</b>	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		
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
<b>5.6 Locking or toggle controls</b>	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: Salesforce Communications Cloud (MSM) 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: Salesforce Communications Cloud (MSM) 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
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	See information in WCAG 2.x (602.2) section
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	See information in WCAG 2.x (603.2) section
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

## Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable