Salesforce Accessibility Conformance Report International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.4

Name of Product/Version:	**Partner Relationship Management / Summer '23**
Report Date:	**September 2023**
Product Description:	**Partner relationship management (PRM)** is a platform that enables companies/vendors to manage their partners effectively. By leveraging Salesforce CRM capabilities, companies can drive channel sales and partner performance by easily managing resellers, distributors, brokers, and more – all in one place. See more details [here](#). **PRM for Slack** is a new Slack app feature under PRM product portfolio which enables partners to collaborate on deals with sales teams in real time to improve partner productivity and engagement. Sales Cloud PRM solution is connected to Slack, so whether you're the vendor or the partner, you have a unified view of your business. • Partner managers can easily connect with partners directly in Slack, surface relevant information, and collaborate on opportunities. • Partners can work directly in partner channels to close more deals, receive notifications on-the-go, and get approvals fast.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes the functionalities / components from Partner Relationship Management: **PRM** **Einstein and Opportunity Scoring**: **Admin** - Assign Permission sets, Drag Einstein scoring component into Lead record page from Experience Cloud builder, Go to the list view for leads or opportunities, Publish site.

	Portal User Flows - Log into portal as partner, View scores in lead and opportunity list views, Lead score will be visible from a lead record home, Opportunity score will be visible in the Record Headline (Compact Header). **PRM for Slack** Setup, Vendor Connect, Manage Partner Channel, Partner Connect, Search & Post, Process Automation, Partner Account Channels, Ephemeral Message 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 11, JAWS/Chrome, NVDA/Firefox, VoiceOver/Chrome (spot-checks), manual accessibility testing, and keyboard testing with visual focus.

Applicable Standards/Guidelines

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

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

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

Notes:

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 default images provided within the standard Partner Relationship Management core features have a meaningful alternative (alt) text description. Non-relevant or decorative images have null alt attributes or are inserted as background image. However, there are a few exceptions: ● A few informational graphic are missing descriptive / accurate assistive text. ● The decorative workspace images in the "Workspace Selection" screen of the "New partner channel" modal are missing an empty alt attribute (alt= " ")

Criteria	Conformance Level	Remarks and Explanations
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	Partner Relationship Management does not include any 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	Partner Relationship Management does not include prerecorded audio or video as standard default functionality. Partner Relationship Management does not provide the capability for captioning or defining an audio description of content provider specified video content.

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	Partner Relationship Management 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.

Criteria	Conformance Level	Remarks and Explanations
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	Partner Relationship Management 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. However, there are a few exceptions: ● Several interactive elements in some Partner Relationship Management pages have insufficiently descriptive assistive text. ● Several form controls in some Partner Relationship Management pages generate "Invalid entry" error message on keyboard focus. ● The Page Selector input element value in the "SETUP: Permission Sets" page is not conveyed accurately by AT. ● The accordion header button, progress ring, progress ring content, and stage label description elements in the "Getting Started" tab within the "PRM for Slack Setup" page are nested in the parent H2 tag. ● The accordion sections in the "Getting Started" tab within the "PRM for Slack Setup" page is implemented incorrectly. ● The "Close" button in the "Partner Users" tab of the "New partner channel" modal dialog window contains assistive / title text that is not sufficiently descriptive / relevant for screen reader users. ● The gridcells in the "Partners added" table within the "New Partner Channel" modal dialog window are not programmatically associated with the corresponding column headers.

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	Partner Relationship Management 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 Partner Relationship Management user interface content are provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.

Criteria	Conformance Level	Remarks and Explanations
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	Partner Relationship Management does not use color alone to distinguish the importance of a visual element. Textual representation is always used as the primary mechanism for conveying information. The WAI-ARIA role and selected state also communicate the proper information. However, there is an exception: ● The selected calendar date within the "Recently Viewed" table in the "Opportunities" list view page is conveyed exclusively by color only by applying "Blue" background color.
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	Partner Relationship Management pages do not include audio or video content by default.

Criteria	Conformance Level	Remarks and Explanations
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	Partner Relationship Management 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: ● The "Find Settings delete-action element (X button)" in the "Find Settings…" search text box within "Permission Sets" page is not keyboard-accessible. ● The list pagination range display and displayed record selector dropdowns in the "SETUP: Permission Sets" page are not keyboard accessible. ● The "Remove" (x) actionable element in the "Manage Partner Channel" modal window within the PRM for Slack App is not keyboard accessible. ● The links in the "Channel Name" column of the "Partner Account Channels" table are not keyboard-accessible with screen readers turned off. ● The "Einstein Scoring" card in the "Leads with Scores", "Opportunities" detail, and the "Opportunities" list view pages is not keyboard-operable with screen reader on.

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	Partner Relationship Management 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.

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
	Supports	Partner Relationship Management 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.

Criteria	Conformance Level	Remarks and Explanations
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	Partner Relationship Management does not provide session time alerts to select additional time as it is integrated within an external webpage or Salesforce Community.
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)	Supports	Partner Relationship Management does not include moving, blinking, scrolling, or auto-updating information.

Criteria	Conformance Level	Remarks and Explanations
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	Partner Relationship Management 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	Partner Relationship Management core contains 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)
	Partially Supports	Partner Relationship Management contains meaningful and relevant page titles that indicate the topic or purpose of each page.
		
		However, there is an exception:
		
		• The aria-labelledby attribute in the parent div element for the "Einstein Scoring" modal dialog window is referencing incorrect ID.

Criteria	Conformance Level	Remarks and Explanations

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	Partner Relationship Management 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. Partner Relationship Management uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.
		
		However, there are a few exceptions:
		
		● The keyboard focus order is not correctly provided within the "Permission Sets - PAM" page.
		● The keyboard focus order is not correctly provided in the "Manage Partner Channel", "Search for a Record", and "Register a Deal - CTW" modals within the "PRM for Slack App" page.
		● The keyboard focus order is not correctly provided in the "New partner channel" modal dialog window.
		● The keyboard focus order is not correctly provided in the Leads List view within the Leads with Scores page.
		● The date picker focusable interactive elements in the "Close Date" datepicker within the "Recently Viewed" table in the "Opportunities" list view page are keyboard-accessible in an illogical focus order.

Criteria	Conformance Level	Remarks and Explanations
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 Partner Relationship Management provide a purpose both through the link text itself and the title attribute, even when reading out of context.
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	Partner Relationship Management can be operated with a single pointer, without multipoint or path-based gestures for an operation.

Criteria	Conformance Level	Remarks and Explanations

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	Partner Relationship Management 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	Partner Relationship Management user interface has labels that include text or images of text that are visually presented with the name of the text.

Criteria	Conformance Level	Remarks and Explanations
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	Partner Relationship Management does not contain functionality that can only be operated via device or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria ● 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 Partner Relationship Management pages.

Criteria	Conformance Level	Remarks and Explanations
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 Partner Relationship Management 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)	Partially Supports	Changing the setting of core components and features in the Partner Relationship Management user interface does not initiate any change of context. However, there is an exception: ● The "Go to Permissions" buttons in the "Assign Slack App and User Permissions" section within the "Initial Slack Setup" page load a new tab, but AT users do not receive advance warning and are not informed when the new tab is loaded.

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 Partner Relationship Management 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 "Channel names can only contain lowercase letters, numbers, hyphens, and underscores." error message in the "Manage Partner Channel" modal within the PRM for Slack App is not announced by screen readers. ● The "Please complete this required field." error message in the "Search & Post a Record" modal not announced by screen readers.

Criteria	Conformance Level	Remarks and Explanations
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 Partner Relationship Management core features, can be operated, and accessed by using assistive technology. The form label elements within the Partner Relationship Management core features are properly associated and placed in line with the form fields. However, there are a few exceptions: ● Several form controls in some Partner Relationship Management pages / modals lack proper label association. ● Several required form controls in some Partner Relationship Management are missing an asterisk (*) symbol to visually indicate that the field is required. ● The For / ID relationship for several interactive elements in some Partner Relationship Management pages / modals are not properly implemented. ● Labels for several interactive elements in some Partner Relationship Management pages / modals are not announced in an accessible fashion. ● The "Workspace selector" radio button grouping in the "Workspace Selection" screen of the "New Partner channel" modal dialog window is missing semantic grouping – Fieldset / Legend.

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)	Supports	Partner Relationship Management 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.

Criteria	Conformance Level	Remarks and Explanations
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) – 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	The name, role, and value used in Partner Relationship Management 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: ● Several data tables in some Partner Relationship Management pages / modals are missing accessible name. ● The "Permission sets" table column sorting changes in the "Permission Sets" table within the "SETUP: Permission Sets" page are not identified and are not announced by screen readers. ● Various checkbox elements in checked state in the Getting Started tab within the PRM for Slack Setup page is announced as "not checked" by screen readers. ● The label association for the "Channel Name" and "Description" form controls in the "Manage Partner Cannel" modal dialog window is incorrectly marked up. ● The label association for the "Search" and "Post Record To" form controls in the "Search for a Record" and "Search &Post a Record" modal dialog windows are incorrectly marked up. ● The Available Field and Visible Field List Items in the "Select Fields to Display" modal within the "Lead with Scores" page are not announced as selected by NVDA which are depicted visually by the dark blue background color. ● The "Today" button in the Date picker within the "Opportunities" table is announced in table format.

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	Partner Relationship Management 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)	Not Applicable	Partner Relationship Management does not contain any audio description (prerecorded).

Criteria	Conformance Level	Remarks and Explanations
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	Partner Relationship Management does not restrict view and operation to a single display orientation.
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	Partner Relationship Management 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.

Criteria	Conformance Level	Remarks and Explanations
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	The default and standard features within the Partner Relationship Management 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 user interface and controls. However, there is an exception: ● The color contrast failed the minimum contrast ratio requirement for the "Installation Link" text in the "Share the PRM for Slack installation link with community Administrator" section of the "Getting Started" tab within the "PRM for Slack Setup" page
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	The text and images within the Partner Relationship Management user interface can be resized with the browser or the mobile device zoom and scaling feature. However, there is an exception: ● Zoomed to 200% at the 1280x1024 display resolution, various Partner Relationship Management pages contain issues with content information being cut off.

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	Partner Relationship Management 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	Supports	Partner Relationship Management user interface allows reflow and is presented without loss of information or functionality, and it does not require scrolling in two dimensions.

Criteria	Conformance Level	Remarks and Explanations

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	Partner Relationship Management components and user controls mostly support and are distinguishable by individuals with moderately low vision, with an accepted contrast ratio.
		
		However, there are a few exceptions:
		
		● "White Check Mark" icon in the "Manage Partner Channel" modal page does not meet the contrast ratio of at least 3:1.
		● Various dropdown menu items in hover & focus states in the "Opportunities" list view page does not meet the contrast ratio of at least 3:1.

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	Partner Relationship Management 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.

Criteria	Conformance Level	Remarks and Explanations
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	Partner Relationship Management user interface works in coordination with keyboard focus or pointer hover. However, there is an exception: ● Various tooltip button information provided in the "Opportunities" list view page does not allow the mouse pointer to be moved 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	Partner Relationship Management 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)
	Supports	Partner Relationship Management contains descriptive headings and text labels to inform assistive technology users of their location and current activity.

Criteria	Conformance Level	Remarks and Explanations
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 Partner Relationship Management user interface and controls are always visible and contrast well with the surrounding content and background. However, there are a few exceptions: ● The keyboard focus indicator is not visible or located easily on the progress rings in the accordions within the "Initial Slack Setup" page. ● The keyboard focus indicator is not visible or located easily on the "I'm done Selecting Slack application" and "I'm finished with this step" checkboxes in the "Enable Slack Apps for Salesforce" and "Assign Slack App and User Permissions" sections within the "Initial Slack Setup" Page. ● The keyboard focus indicator is not visible or located easily on the "I've read about PRM for Slack integration features" checkbox in the "Review Documentation and Resources" section in the "Getting Started" tab within "PRM for Slack Setup" page. ● The keyboard focus indicator is not fully visible on the "Email" and "Skip Feed" links in the "Lead with Scores detail" page. ● The keyboard focus indicator is not fully visible on the "Pin" button in the "Opportunities" List View page.

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 Partner Relationship Management user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology.

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
	Supports	Partner Relationship Management provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies.

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	Partially Supports	Components and user interface controls are identified consistently for the same functionality across all Partner Relationship Management pages. However, there is an exception: ● The inverse "Close" button in various modal dialog windows within the "Partner Account Channel" pages are not provided with consistent identification.

Criteria	Conformance Level	Remarks and Explanations
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)	Supports	Whenever an error is automatically detected within Partner Relationship Management 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: ● The "Complete this field" error message in the "New Loyalty Tier" and "New Loyalty Currency Program" pages is generic and does not provide users with appropriate suggestions how to resolve the error(s). ● The "Review the error on this page" error message in the "New Benefit Type" page is generic and does not provide users with appropriate suggestions how to resolve the error(s). ● The required form control(s) with invalid entry in the "New Benefit Action" screen of the "New Benefit Action" modal dialog window do not generate a generic error output text.
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	Data entered by users within Partner Relationship Management functionalities are checked using validation methods to help users confirm and correct data submissions. Partner Relationship Management does not contain forms that cause legal commitments or financial transactions.

Criteria	Conformance Level	Remarks and Explanations
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	Partially Supports	Partner Relationship Management 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. However, there is an exception: ● The dynamic content change, resulting from user input, in the "Partners added" table within the "New partner channel" modal dialog window is not detected and is not announced by AT.

Table 3: Success Criteria, Level AAA

Notes: Partner Relationship Management has not been evaluated for WCAG 2.1 Level AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Partner Relationship Management uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies. The core features and controls in the Partner Relationship Management 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	Partner Relationship Management supports standard browser magnification and contrast adjustments. Partner Relationship Management 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	Partner Relationship Management 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	Partner Relationship Management does not include audio-only features that require a hearing to be used.

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Not Applicable	Partner Relationship Management does not include audio-only features that require a hearing to be used.
302.6 Without Speech	Supports	Partner Relationship Management does not require speech to operate or retrieve information. Support services related to Partner Relationship Management 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
302.7 With Limited Manipulation	Supports	Partner Relationship Management supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Partner Relationship Management user interface does not require fine motor skills controls or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	Partner Relationship Management does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Partner Relationship Management can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt).
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Partner Relationship Management does not function in a way that is prohibitive to users with cognitive or learning impairment. Salesforce provides information on Partner Relationship Management 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: This product is a web application and is not subject to the requirements of this section.

Chapter 5: [Software](#)

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

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		Salesforce provides electronic versions of all product support documentation related to this product. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
602.3 Electronic Support Documentation	See 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		Salesforce provides electronic versions of all product support documentation related to this product's accessibility. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs		Support services related to this product 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 http://help.salesforce.com

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Partner Relationship Management 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	Partner Relationship Management 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. 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.

Criteria	Conformance Level	Remarks and Explanations
4.2.4 Usage without hearing	Not Applicable	Partner Relationship Management does not include audio-only features that require a hearing to be used.
4.2.5 Usage with limited hearing	Not Applicable	Partner Relationship Management 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	Partner Relationship Management does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Partner Relationship Management supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Not Applicable	Partner Relationship Management is not installed or requires any physical reach.
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Partner Relationship Management does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Partner Relationship Management 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	Partner Relationship Management 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

Notes: This product supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Chapter 6: ICT with Two-Way Voice Communication

Notes: This product 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: This product 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: Not Applicable

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