



Zendesk Android SDK Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.3)

Name of Product/Version: Zendesk Android SDK

Product Description: Default SDK screens that can be added to native mobile applications built by Zendesk clients to integrate their support knowledge base and ticketing system.

Date of Report: December 2019

Contact information: accessibility@zendesk.com

Notes: None

Evaluation Methods Used: Testing the Zendesk Android SDK involved a combination of manual and functional testing on the Android platform. Level Access (Level) comprehensively tested a selection of screens representative of the Zendesk Android SDK using, among other methodology, the Android screen reader TalkBack, exclusive use of the keyboard, and a color contrast tester to ensure visual information uses a compliant ratio between foregrounds and their backgrounds. Level also functionally tested typical user workflows with Android screen reader TalkBack and Android Magnification.

Applicable Standards/Guidelines

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

<i>Standard/Guideline</i>	<i>Included in Report</i>
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	Level A (Yes) Level AA (Yes) Level AAA (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

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)	Android: Partially Supports	Android: The Android SDK mostly have non-text content with text alternative or with a meaningful accessible name. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • An empty list that should be hidden is exposed to assistive technology. • An empty list that surrounds the chat area for the Contact Us and Answer Bot screen is exposed to assistive technology.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Android: Supports	Android: The Android SDK does not include any "audio-only" or "video-only" content.
1.2.2 Captions (Prerecorded) (Level A)	Android: Supports	Android: The Android SDK does not include any "synchronized multimedia" (video with an audio track).

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Android: Supports	Web: The Android SDK does not include any "synchronized multimedia" (video with an audio track).
1.3.1 Info and Relationships (Level A)	Android: Partially Supports	Android: The Android SDK mostly conveys information, structure, and relationships programmatically and through text as well. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> ● Section texts in the Help Center are styled as headings but are not structured as such. ● Form fields do not have a valid label and only provide placeholder. ● Chat messages are not communicated to users for the chat feature.
1.3.2 Meaningful Sequence (Level A)	Android: Partially Supports	Android: The Android SDK mostly have a logical reading order. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> ● The layout and reading order of some screens do not follow a logical order.
1.3.3 Sensory Characteristics (Level A)	Android: Supports	Android: The Android SDK does not include any information, instructions or controls which rely on specific sensory characteristics.
1.4.1 Use of Color (Level A)	Android: Partially Supports	Android: The Android SDK mostly does not use only color to convey information. However, a rating of Partially Supports has been given for the following reasons:

		<ul style="list-style-type: none"> • The Email error message uses color alone to signify that it is an error message. • The links in some individual article use only color signifier to show that they are links.
1.4.2 Audio Control (Level A)	Android: Supports	Android: The Android SDK does not include any audio playback.
2.1.1 Keyboard (Level A)	Android: Partially Supports	<p>Android: The Android SDK's functionality is mostly operable by keyboard. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The Web View container is focusable when viewing an article from the Help Center.
2.1.2 No Keyboard Trap (Level A)	Android: Partially Supports	<p>Android: The Android SDK generally does not have a keyboard trap. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The popup question when viewing an article from the Answer Bot traps users' focus until they answer the question.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Android: Supports	Android: The Android SDK does not have character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Android: Supports	Android: The Android SDK contains no task or content that is time sensitive or require time adjustments.

2.2.2 Pause, Stop, Hide (Level A)	Android: Supports	Android: The Android SDK does not include content which moves, blinks, scrolls or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Android: Supports	Android: The Android SDK does not include content which flashes.
2.4.1 Bypass Blocks (Level A)	Android: Supports	Android: The Android SDK does not have repeating content, such as navigation at the top of the pages.
2.4.2 Page Titled (Level A)	Android: Partially Supports	Android: The Android SDK have a clear title for most of the screens. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> ● On some screens, the title of the page is not announced to users on page load.
2.4.3 Focus Order (Level A)	Android: Partially Supports	Android: The Android SDK focusable components mostly follow a logical focus order. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> ● When users remove a file attachment from the Contact Us form, the focus does not shift appropriately. ● When users open the Contact Us screen with Conversations off, the focus bypasses two functionalities and go straight to the input field. ● When a message in the chat is sent, the focus is lost on the screen. ● Focus unexpectedly shift to the popup question when viewing an article from the Answer Bot.

		<ul style="list-style-type: none"> • The focus does not return to the triggering element from the Answer Bot article. • The focus order of interactive elements in some modules is not logical.
2.4.4 Link Purpose (In Context) (Level A)	Android: Partially Supports	<p>Android: The Android SDK mostly have meaningful link purpose. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The Zendesk image link at the bottom of some screen does not have a meaningful name. • The 'See all [number] articles' link text in the Help Center is not meaningful enough.
2.5.1 Pointer Gestures (Level A 2.1 only)	Android: Supports	Android: The Android SDK does not have multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Android: Supports	Android: The down-event of the pointer does not execute any function in the Android SDK.
2.5.3 Label in Name (Level A 2.1 only)	Android: Supports	Android: The name of the user interface components in the Android SDK contains the labels' text.
2.5.4 Motion Actuation (Level A 2.1 only)	Android: Supports	Android: The Android SDK does not have any functionality that relies on motion.
3.1.1 Language of Page (Level A)	Android: Supports	Android: The Android SDK language specified in the app was not able to be tested and has no known issues.

3.2.1 On Focus (Level A)	Android: Supports	Android: The Android SDK does not have a change of context when a component receives focus.
3.2.2 On Input (Level A)	Android: Supports	Android: The Android SDK does not have a change of context when the setting of user interface is changed, unless the user has been advised of the behavior before using the component.
3.3.1 Error Identification (Level A)	Android: Partially Supports	Android: The Android SDK identifies and describes errors to users in text for the most part. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • In the Contact Us form, a disabled Send button is used to indicate that the form is not complete. This leaves the user guessing as to what may be needed to complete the form sufficiently.
3.3.2 Labels or Instructions (Level A)	Android: Does Not Support	Android: The Android SDK do not provide visible labels or instructions for applicable form fields.
4.1.1 Parsing (Level A)	Android: Supports	Android: The code in the Android SDK was not able to be tested and has no known issues. Also, the app features do not exhibit broken code.
4.1.2 Name, Role, Value (Level A)	Android: Partially Supports	Android: The Android SDK provides name, role, and value for most user interface components. However, a rating of Partially Supports has been given for the following reasons:

		<ul style="list-style-type: none"> • Some hidden elements are exposed to assistive technology. • The Zendesk image link in the Contact Us form screen is not accessible by screen reader. • The content in the chat container for Answer Bot and Conversation screens cannot be access by screen reader. • The expandable/collapsible accordions in the Help Center screen do not have the proper state information. • The button to navigate back to the previous screen has improper state information. • Form fields do not have a valid label. • The 'Photo Library' text changes to communicate the number of attachments is not communicated to users of assistive technology.
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Android: Supports	Android: The Android SDK does not contain synchronized media with live audio content.

<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)	Android: Supports	Android: The Android SDK does not contain synchronized media with prerecorded video content.
<u>1.3.4 Orientation</u> (Level AA 2.1 only)	Android: Supports	Android: The Android SDK does not restrict its view and operation to a single display orientation.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)	Android: Not Applicable	Android: Autocomplete is not applicable to the Android SDK.
<u>1.4.3 Contrast (Minimum)</u> (Level AA)	Android: Partially Supports	Android: The Android SDK text and images of text generally have sufficiently color contrast ratio. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • The gray text and input field's placeholder text does not have sufficient contrast. • The light blue links in the individual article do not have sufficient color contrast.
<u>1.4.4 Resize text</u> (Level AA)	Android: Supports	Android: The Android SDK supports and adapts to the text resize.
<u>1.4.5 Images of Text</u> (Level AA)	Android: Supports	Android: The Android SDK does not have images of text.
<u>1.4.10 Reflow</u> (Level AA 2.1 only)	Android: Supports	Android: Content of the Android SDK can be presented without loss of information and functionality, and without requiring scrolling in two dimensions.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)	Android: Partially Supports	Android: The Android SDK generally have sufficient contrast for its user interface

		<p>components or graphical objects. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The Zendesk link image at the end of some screens does not have sufficient contrast.
1.4.12 Text Spacing (Level AA 2.1 only)	Android: Not Applicable	Android: The Android OS does not provide the functionality to override text spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Android: Supports	Android: The Android SDK does not have additional content that becomes visible or hidden upon hover or focus.
2.4.5 Multiple Ways (Level AA)	Android: Not Applicable	Android: This criterion does not apply to non-web software.
2.4.6 Headings and Labels (Level AA)	Android: Supports	Android: The headings and labels in the Android SDK are descriptive and describe a topic or purpose.
2.4.7 Focus Visible (Level AA)	Android: Supports	Android: The focus is visible while swiping through the Android SDK.
3.1.2 Language of Parts (Level AA)	Android: Supports	Android: The code of the Android SDK is not available in the native apps and has no known defects.
3.2.3 Consistent Navigation (Level AA)	Android: Supports	Android: The Android SDK does not have a navigation mechanism.
3.2.4 Consistent Identification (Level AA)	Android: Partially Supports	Android: The Android SDK has relatively consistent identification of its common controls. However, a rating of Partially Supports has been given for the following reason:

		<ul style="list-style-type: none"> The file attachment control is announced as 'Select an attachment' on one screen and 'Add attachments' on others. The button to navigate back to the previous screen has a different name after search on the Help Center screen.
3.3.3 Error Suggestion (Level AA)	Android: Supports	Android: The Android SDK provides error suggestion for erroneous fields.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Android: Supports	Android: The Android SDK does not contain any legal commitments or financial transactions.
4.1.3 Status Messages (Level AA 2.1 only)	Android: Not Applicable	Android: The Android SDK is not implemented using markup language.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Android: Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Android: Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Android: Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Android: Not Evaluated	

1.3.6 Identify Purpose (Level AAA 2.1 only)	Android: Not Evaluated	
1.4.6 Contrast Enhanced (Level AAA)	Android: Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Android: Not Evaluated	
1.4.8 Visual Presentation (Level AAA)	Android: Not Evaluated	
1.4.9 Images of Text (No Exception) Control (Level AAA)	Android: Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Android: Not Evaluated	
2.2.3 No Timing (Level AAA)	Android: Not Evaluated	
2.2.4 Interruptions (Level AAA)	Android: Not Evaluated	
2.2.5 Re-authenticating (Level AAA)	Android: Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Android: Not Evaluated	
2.3.2 Three Flashes (Level AAA)	Android: Not Evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Android: Not Evaluated	
2.4.8 Location (Level AAA)	Android: Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Android: Not Evaluated	
2.4.10 Section Headings (Level AAA)	Android: Not Evaluated	
2.5.5 Target Size (Level AAA 2.1 only)	Android: Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Android: Not Evaluated	
3.1.3 Unusual Words (Level AAA)	Android: Not Evaluated	
3.1.4 Abbreviations (Level AAA)	Android: Not Evaluated	

3.1.5 Reading Level (Level AAA)	Android: Not Evaluated	
3.1.6 Pronunciation (Level AAA)	Android: Not Evaluated	
3.2.5 Change on Request (Level AAA)	Android: Not Evaluated	
3.3.5 Help (Level AAA)	Android: Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Android: Not Evaluated	

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