



# **Zendesk Agent Experience Accessibility Conformance Report**

## **International Edition**

**(Based on VPAT® Version 2.4)**

**Name of Product/Version:** Zendesk Support Agent Experience

**Product Description:** Zendesk Support Web Application is a web application which Zendesk clients can deploy to provide a custom ticketing system for their organization's website or application which includes scope for both administrators and agents. This report includes only the agent experience.

**Date of Report:** September 2022

**Contact information:** [accessibility@zendesk.com](mailto:accessibility@zendesk.com)

**Notes:** N/A

**Evaluation Methods Used:** Testing the Zendesk Support Agent Experience involved a combination of manual and functional testing on the desktop platform. Level Access (Level) comprehensively tested a selection of screens representative of the Zendesk Support Agent Experience using, among other methodology, the screen reader JAWS 2021, exclusive use of the keyboard, and manual inspection Accessibility API output (through the use of tools, such as Microsoft Inspect). Level also functionally tested typical user workflows with JAWS 2021 screen reader, ZoomText 2021, and Dragon® NaturallySpeaking 15.

## 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA ( <b>No</b> )
Web Content Accessibility Guidelines 2.1 at <a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA ( <b>No</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 2.1 Report

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Does Not Support	Web: Agent Experience has a lot of important non-text content that does not have text alternatives or accessible names. Additionally, there is a lot of visually hidden content that is exposed to assistive technology.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Partially Supports	Web: Agent Experience includes some “audio-only” or “video-only” content. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>In Call – After hang up (Include testing of recording), for each call recording, there is no text transcript provided.</li> </ul>
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	Web: Agent Experience does not include any “synchronized multimedia” (video with an audio track).

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	Web: Agent Experience does not include any “synchronized multimedia” (video with an audio track).
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Does Not Support	Web: Agent Experience does not convey its information, structure, and relationships by accessible methods.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p>	<p>Partially Supports</p>	<p>Web: Agent Experience mostly has a meaningful reading sequence. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• On the Top Toolbar, the programmatic (DOM) order does not match the visual reading order. The reading order: 1) Notification (Bell Icon) Button, 2) Profile button, 3) Zendesk product button.</li> <li>• On Keyboard Shortcuts, the programmatic (DOM) order does not match the visual reading order. The reading order is: 1) Body content area of the modal, 2) The controls such as "Enable keyboard shortcuts", "Close" and "Download as PDF" and 3) The "Close" (x) button.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p>	<p>Partially Supports</p>	<p>Web: In one instance, Agent Experience has information, instructions, or controls which rely on specific sensory characteristics. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>On Ticket Details – Ticket Properties - Update, there is "*" instruction given that provides an understanding of the Assignee combo box that is solely indicated via sensory characteristics.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p>	<p>Partially Supports</p>	<p>Web: For the most part, Agent Experience uses methods other than color to convey information, indicate an action, prompt a response, or distinguish a visual element. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>● In Search Results, search results that are available after a user enters content in the search input field is incorrectly coded outside of the respective tabpanel area.</li> <li>● On Ticket Events, there are many elements that use color as the only visual means to differentiate links from plain text.</li> <li>● On the Dashboard, the state of a selected buttons is indicated by color alone.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	Web: Agent Experience does not include any audio playback.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	Web: Agent Experience sometimes provides methods for keyboard-only users to navigate effectively and does not contain any keyboard traps. A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>● Some interactive elements are not keyboard operable or do not receive keyboard focus, like the tooltips on the Dashboard.</li> <li>● There are inactive elements in the focus order. An example is the Side Conversation container on the Ticket Details landing page.</li> <li>● Custom controls are not keyboard accessible, like the pagination controls on the Dashboard and Views List.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	Web: Agent Experience does not have character key shortcuts.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	Web: Agent Experience contains no task or content that is time sensitive or requires time adjustments.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	Web: Agent Experience does not include content which moves, blinks, scrolls or auto-updates.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	Web: Agent Experience does not include content which flashes.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	Web: Agent Experience provides methods for keyboard-only users to navigate effectively and do not contain any keyboard traps.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	Web: Agent Experience provides mechanisms for skipping past repetitive content.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Web: Agent Experience's screens have meaningful page titles.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p>	<p>Partially Supports</p>	<p>Web: Agent Experience’s focus order is generally meaningful. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>● On the Ticket Details – Ticket Properties - Update page, the focus order of elements does not match the expected focus order.</li> <li>● On Composer, when the dialog triggered by the "Add link (Ctrl K)" button closes, focus does not correctly return to the triggering element.</li> <li>● Content updates do not define focus updates properly. For example, on the Views List page, focus does not move to new content when the user activates "User Profile" button and "Knowledge" button.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Partially Supports	Web: Agent Experience contains many links that are clear in purpose. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>On Ticket Events, link elements have identical or nonmeaningful text.</li> </ul>
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	Web: Agent Experience does not use multipoint or path-based gestures for operation.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	Web: Agent Experience does not execute any functionality on the down-event of the pointer.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Partially Supports	<p>Web: Agent Experience contains user interface components with some labels. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>Form fields do not have valid labels on Talk Agent State Menu, Composer, and Ticket Detail – Ticket Properties – Update, Views List page, and Dashboard.</li> <li>On Search Results, the accessible name "Copy &amp; share this search query" does not match the visual label of the "Copy Link" button.</li> </ul>
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Supports	<p>Web: Agent Experience does not have functionality that requires device motion or user motion.</p>
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	<p>Web: Agent Experience programmatically indicates the default human language used on all screens.</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Web: Agent Experience does not initiate a change in context as a result of any component receiving focus.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Web: Agent Experience does not initiate a change in context on user input.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	Web: Agent Experience identifies errors and describes them to users.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p>	<p>Partially Supports</p>	<p>Web: Agent Experience has labels and instructions for users when content requires user input. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• On the Ticket Detail – Side Conversation, the "This conversation can't be sent right now" error message is available after activating the Send button with an empty "To" field. The error state message is not programmatically associated to the &lt;input&gt; field and does not announce to the assistive technology users.</li> <li>• On Chat Conversation, the input field provided for searching emojis available on activating "Insert emojis" button is missing a visual label.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">4.1.1 Parsing</a> (Level A)	Partially Supports	<p>Web: Agent Experience generally uses markup language well. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Markup documents do not contain well-formed elements on Call – After hang up (Include testing of recording), Call – Ongoing call, Chat Conversation, Macro Preview, and Composer.</li> <li>• On the Views List page, the “Manage Views” link is improperly nested.</li> </ul>
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	<p>Agent Experience’s controls sometimes do not expose the correct name, role, state, and value to assistive technology. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Accessible names and meaningful alternative text are not provided for</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
		<p>some image buttons.</p> <ul style="list-style-type: none"> <li>• Roles and states are inappropriate, invalid or not provided for page tabs and custom controls on many pages.</li> <li>• Textually equivalent information is not updated appropriately when an element's state changes on Search Results.</li> <li>• Valid labels are not provided for some form fields and form field constraints and errors are not always associated with their corresponding fields.</li> <li>• Assistive technologies are inconsistently informed of dynamic content change.</li> <li>• Dialogs do not provide proper structure on Composer .</li> </ul>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	Web: Agent Experience does not generate any live audio content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	Web: Agent Experience does not generate any prerecorded video content that requires audio description.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	Web: Agent Experience supports change in orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	Web: Agent Experience does not currently have form autofill features.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p>	<p>Partially Supports</p>	<p>Web: Agent Experience sometimes has sufficient color contrast. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• There are instances where text and images of text do not provide sufficient contrast on Ticket Detail – Side Conversation, Ticket Detail – Knowledge, Customer Context page, Macro Preview, Ticket Detail – Ticket Properties – Update, Views List page, Search Results, Dashboard, and Top Toolbar.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.4 Resize text</a> (Level AA)	Partially Supports	Web: Agent Experience sometimes supports the resizing of text. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>• Functionality is lost when resizing text on Ticket Details – Side Conversation, Ticket Events, Bottom Toolbar, Keyboard shortcuts, and Dashboard.</li> </ul>
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	Web: Agent Experience does not have images of text.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>Web: With the exception of one instance, Agent Experience supports page reflow without loss of information or functionality. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>On the Dashboard, the text "Satisfaction Statistics (60 days)" gets cut off when the horizontal width is 320 CSS pixels/vertical height is 256 CSS pixels.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Partially Supports	Web: Agent Experience sometimes has sufficient color contrast. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>Active interface controls do not have sufficient contrast on Talk Agent state men, Chat status menu, Chat Conversation, Chat – Chat Notification / Accept, Customer Context, Composer, and Search Results.</li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	Web: Agent Experience content does not respond to custom text spacing overrides from users.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	Web: Agent Experience has content that appears on hover or focus that is dismissible, hoverable, and persistent.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	Web: Agent Experience has multiple ways to get to a screen.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p>	<p>Partially Supports</p>	<p>Web: The headings and labels in Agent Experience are sometimes unique and descriptive. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• On the Top Toolbar, a non-descriptive label of "Unavailable" is provided for the "Call Unavailable" button.</li> <li>• On the Search Results page, the checkbox label(s) (i.e., select ticket) present in the first columns are not unique.</li> <li>• On the Views List, Tickets landing page, the "Options filter" button has an aria-label of "Options filter menu" which may be confusing for screen readers.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	<p>Web: Agent Experience generally has visible indication of focus. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Some input fields on Ticket Details – Side Conversation and Ticket Details – Ticket Properties – Update, have no visual indication of keyboard focus when using TAB or SHIFT+TAB to navigate through them. Additionally, the borders of the input fields are not defined against the background of the white dialog, which can be disorienting for keyboard users.</li> </ul>
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	<p>Web: Agent Experience is only presented in one language at this time.</p>



Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Web: Agent Experience uses consistent navigational mechanism across screens.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Web: Agent Experience uses consistent identification methods.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Web: Agent Experience's error messages provide suggestions to users.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	Web: Agent Experience does not process legal commitments or financial transactions.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>Web: With the exception of one instance, Agent Experience’s status messages can be programmatically determined through roles or properties, such that they can be presented to the user by assistive technology without receiving focus. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>On the View Ticket landing page, the "Check your email" status message that becomes available when user activates Option filter button &gt; Export to CSV is not communicated to assistive technology.</li> </ul>

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