



# **Zendesk SDK (iOS) Accessibility Conformance Report**

## **WCAG Edition**

**(Based on VPAT® Version 2.4)**

**Name of Product/Version:** Zendesk SDK (iOS)

**Product Description:** Software Development Kit with screens that can be added to native mobile applications built by Zendesk clients to integrate a conversational experience through Messaging.

**Date of Report:** September 6, 2023

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

**Evaluation Methods Used:** Evaluation of the Zendesk iOS Web Widget involved a combination of automated, manual, and functional testing. Level Access (Level) comprehensively tested a selection of screens representative of the Zendesk iOS Web Widget (referred to as “in-scope features and flows”) using a testing methodology that is aligned with the Web Accessibility Conformance Evaluation Methodology 1.0. Assistive technology, including a screen reader (iOS VoiceOver), was used along with exclusive use of the keyboard, iOS zoom, and review of Accessibility API output to determine support for the WCAG criteria. Level also functionally tested user flows using iOS VoiceOver.

## 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 <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)	iOS: Supports	iOS: Non-text content presented to the user in the product has a text alternative that serves the equivalent purpose.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	iOS: Supports	iOS: The product does not contain prerecorded audio-only or video-only media.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	iOS: Supports	iOS: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	iOS: Supports	iOS: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.1 Info and Relationships</a> (Level A)	iOS: Supports	iOS: The product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or are available in text.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	iOS: Supports	iOS: The product consistently allows for a correct reading order to be programmatically determined for content whose meaning is affected by the sequence in which it is presented.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	iOS: Supports	iOS: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.
<a href="#">1.4.1 Use of Color</a> (Level A)	iOS: Supports	iOS: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.2 Audio Control</a> (Level A)	iOS: Supports	iOS: The product does not contain media with audio that plays automatically.
<a href="#">2.1.1 Keyboard</a> (Level A)	iOS: Supports	iOS: The product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	iOS: Supports	iOS: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard and advises users of any non-standard methods required to do so.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	iOS: Supports	iOS: The product does not use character key shortcuts.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	iOS: Supports	iOS: The product does not contain time-limited or time-dependent content.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	iOS: Supports	iOS: The product does not contain content that moves, blinks, scrolls, or auto-updates.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	iOS: Supports	iOS: The product does not contain flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	iOS: Supports	iOS: Screens of the product do not contain repeated blocks of content.
<a href="#">2.4.2 Page Titled</a> (Level A)	iOS: Supports	iOS: Screens of the product provide titles that adequately describe their topic or purpose.
<a href="#">2.4.3 Focus Order</a> (Level A)	iOS: Supports	iOS: The product ensures that each screen can be navigated sequentially with a focus order that matches the logical reading order.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	iOS: Supports	iOS: The product does not contain links.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	iOS: Supports	iOS: The product does not require multi-point or path-based gestures for operation.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	iOS: Supports	iOS: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer, or allows the user to abort and/or undo the action.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	iOS: Supports	iOS: The product ensures that when interface components have labels that include text, the accessible name contains the same text that is presented visually.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	iOS: Supports	iOS: The product does not contain functionality that requires device motion or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A)	iOS: Supports	iOS: The product ensures that the default human language used on each screen can be programmatically determined.
<a href="#">3.2.1 On Focus</a> (Level A)	iOS: Supports	iOS: The product ensures that interactive components do not initiate a change of context when receiving focus.
<a href="#">3.2.2 On Input</a> (Level A)	iOS: Supports	iOS: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.



Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.1 Error Identification</a> (Level A)	iOS: Supports	iOS: Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	iOS: Supports	iOS: Where user input is required, the product presents adequate labels or instructions for successfully providing that input.
<a href="#">4.1.1 Parsing</a> (Level A)	iOS: Supports	iOS: Elements in the product are compliant with the relevant markup language specifications, allowing assistive technologies to successfully parse and interpret the content.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	iOS: Supports	iOS: The product ensures that user interface components have name, role, state, and value information that can be programmatically determined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	iOS: Supports	iOS: The product does not contain any live synchronized media that requires captions.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	iOS: Supports	iOS: The product does not contain prerecorded video content that requires audio descriptions.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	iOS: Supports	iOS: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	iOS: Supports	iOS: The purpose of each input field collecting information about the user can be programmatically determined within the product.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	iOS: Supports	iOS: The visual presentation of text or images of text in the product has a contrast ratio of at least 4.5:1 against adjacent colors.
<a href="#">1.4.4 Resize text</a> (Level AA)	iOS: Supports	iOS: The product allows text to be resized up to 200% without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.5 Images of Text</a> (Level AA)	iOS: Supports	iOS: The product does not contain images of text.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	iOS: Supports	iOS: Content in the product allows for resizing to a minimum width of 320 CSS pixels and vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	iOS: Supports	iOS: The visual presentation of user interface components and graphical objects in the product have a contrast ratio of at least 3:1 against adjacent colors.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	iOS: Support	iOS: The product supports user changes in text spacing or text style properties without loss of content or functionality.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	iOS: Supports	iOS: The product does not contain content that appears on pointer hover or keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	iOS: Supports	iOS: Screens in the product are accessed via a process flow and do not require multiple access methods.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	iOS: Supports	iOS: Screens in the product provide headings and labels that describe the topic or purpose of the content.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	iOS: Supports	iOS: The product provides visible focus indicators for user interface elements.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	iOS: Supports	iOS: Screens in the product are presented in a single language.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	iOS: Supports	iOS: The product provides navigational mechanisms that are repeated in the same relative order across the product.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	iOS: Supports	iOS: The product ensures that components with the same functionality are consistently identified across the product.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	iOS: Supports	iOS: The product provides suggestions for error correction when user input does not comply with constraints on that input.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	iOS: Supports	iOS: The product does not cause legal commitments, process financial transactions, or modify or delete user-controllable data.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	iOS: Supports	iOS: When status messages appear, the product automatically provides those messages to assistive technology without requiring focus.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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