

# Certinia Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version:** Certinia CS Cloud / Spring 2025 (v 2025.2)

**Report Date:** July 2025

**Product Description:** Customer Success (CS) Cloud enables you to drive positive outcomes for your customers by defining success objectives and creating playbooks. You can manage the customer lifecycle effectively, from opportunity to delivery and success, ensuring exceptional customer experience every step of the way. With this capability you can strengthen customer relationships and foster loyalty enabling you to deliver customer success through orchestrated motions.

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**Website:** [Accessibility Policies](#)

### Evaluation Methods Used:

Certinia has adopted established industry standards, including the Web Content Accessibility Guidelines (WCAG), to guide product evaluation during development and throughout the product's lifecycle. Certinia's accessibility evaluation incorporates several methods, which include conducting automated testing using a variety of Internal and external tools as well as performing manual testing with keyboard and adaptive technologies, such as screen reader software (Voice Over, NVDA, and JAWS). Browser evaluation has been primarily on Google Chrome with limited evaluation on other [supported Salesforce browsers](#). Evaluation platforms include primarily Apple's Desktop OS, with limited Microsoft Windows OS. Evaluation has not been performed on Mobile OSs such as Android, or iOS.

### Tables for Each Standard or Guideline:

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

Standard / Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A: Yes Level AA: Yes Level AAA: No
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A: Yes Level AA: Yes Level AAA: No
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A: No Level AA: No 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 only be used in WCAG 2.x Level AAA.

## WCAG 2.x Report

**Note:** Certinia develops software upon the Salesforce Lightning platform. Evaluation of Certinia functionality extends to custom functionality that Certinia has created. Evaluation of core Lightning functionality and components can be found at Salesforce's [Product Accessibility Status](#).

**Note:** When evaluating Certinia's CS Cloud, which is a multi-application product, we evaluate all applications together against the WCAG 2.1 Level AA Principles and Success Criteria. It's important to clarify that if a particular criterion is marked as "**Partially Supports**," but the specific application you're interested in isn't explicitly listed in the "**Remarks and Explanation**" section for that criterion, then for your application, that criterion should be considered as "**Supports**."

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>All <a href="#">non-text content</a> that is presented to the user has a <a href="#">text alternative</a> that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> <li>● <b>Controls, Input:</b> If non-text content is a control or accepts user input, then it has a <a href="#">name</a> that describes its purpose. (Refer to <a href="#">Success Criterion 4.1.2</a> for additional requirements for controls and content that accepts user input.)</li> <li>● <b>Time-Based Media:</b> If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to <a href="#">Guideline 1.2</a> for additional requirements for media.)</li> <li>● <b>Test:</b> If non-text content is a test or exercise that would be invalid if presented in <a href="#">text</a>, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>● <b>Sensory:</b> If non-text content is primarily intended to create a <a href="#">specific sensory experience</a>, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>● <b>CAPTCHA:</b> If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.</li> </ul>	<div>Partially Supports ▾</div>	<p>Most functionality is implemented properly with the following exceptions: Issues indicate that some non-text content, such as article elements or selection columns within trackers, lack appropriate accessibility text or are announced non-descriptively (e.g., "blank column") by screen readers.</p> <p>Impacted application areas include the following: Success Management</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li><b>Decoration, Formatting, Invisible:</b> If non-text content is <a href="#">pure decoration</a>, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by <a href="#">assistive technology</a>.</li> </ul>		
<p><b><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a></b> (Level A)</p> <p>For <a href="#">prerecorded audio-only</a> and prerecorded <a href="#">video-only</a> media, the following are true, except when the audio or video is a <a href="#">media alternative for text</a> and is clearly labeled as such</p> <ul style="list-style-type: none"> <li><b>Prerecorded Audio-only:</b> An <a href="#">alternative for time-based media</a> is provided that presents equivalent information for prerecorded audio-only content.</li> <li><b>Prerecorded Video-only:</b> Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</li> </ul>	Not Applicable ▾	
<p><b><a href="#">1.2.2 Captions (Prerecorded)</a></b> (Level A)</p> <p><a href="#">Captions</a> are provided for all <a href="#">prerecorded audio</a> content in <a href="#">synchronized media</a>, except when the media is a <a href="#">media alternative for text</a> and is clearly labeled as such.</p>	Supports ▾	
<p><b><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a></b> (Level A)</p> <p>An <a href="#">alternative for time-based media</a> or <a href="#">audio description</a> of the <a href="#">prerecorded video</a> content is provided for <a href="#">synchronized media</a>, except when the media is a <a href="#">media alternative for text</a> and is clearly labeled as such.</p>	Supports ▾	
<p><b><a href="#">1.3.1 Info and Relationships</a></b> (Level A)</p>	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Multiple issues relate to incorrect or insufficient semantic markup. This

Criteria	Conformance Level	Remarks and Explanations
<p>Information, <a href="#">structure</a>, and <a href="#">relationships</a> conveyed through <a href="#">presentation</a> can be <a href="#">programmatically determined</a> or are available in text.</p>		<p>includes actions tab links having identical, non-descriptive names in landmarks; lists of items not being announced as lists; incorrect heading structures (e.g., duplicate H1s, skipped heading levels, inconsistent heading hierarchies within modals or sections); table columns being narrated incorrectly; and pillbox items in search comboboxes being read multiple times. This impacts how assistive technologies interpret and convey the structure and relationships within the content.</p> <p>Impacted application areas include the following: Success Management, Resource Management, Organization Setup and Administration, Success Operations, Customer Value Management</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>When the sequence in which content is presented affects its meaning, a <a href="#">correct reading sequence</a> can be <a href="#">programmatically determined</a>.</p>	<p>Partially Supports ▾</p>	<p>Most functionality is implemented properly with the following exceptions: The reading order or presentation sequence is not always logical. Issues include search result highlighting splitting sentences for screen readers and modal steps not focusing on subtitles first, potentially confusing users about their location or the flow of information.</p> <p>Impacted application areas include the following: Success Management</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.</p>	<p>Partially Supports ▾</p>	<p>Most functionality is implemented properly with the following exceptions: Information conveyed through sensory characteristics (e.g., visual status of a checkbox like "completed", or visual indication of pinned/flagged status via icons) is not adequately</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>communicated to users who may not perceive these characteristics, such as screen reader users.</p> <p>Impacted application areas include the following: Success Management</p>
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: Color is potentially used as the sole means of conveying information, such as identifying changes in rating, without an alternative textual or programmatic indicator.</p> <p>Impacted application areas include the following: Skills Management</p>
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>If any audio on a Web page plays automatically for more than 3 seconds, either a <a href="#">mechanism</a> is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Not Applicable ▾	
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>All <a href="#">functionality</a> of the content is operable through a <a href="#">keyboard interface</a> without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: Numerous components lack full keyboard operability, including inability to tab directly to filter panels after opening, inconsistent navigation within filter panels (e.g., having to tab through all items to reach apply/reset), tabbing through templates being problematic, selection issues in schedulers, difficulty navigating between calendar and record sections, and issues with focusing specific elements like date picker calendar</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>icons. Some accessibility shortcuts (e.g., for selecting columns) are missing.</p> <p>Impacted application areas include the following: Success Management, Resource Management, Skills Management</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>If keyboard focus can be moved to a component of the page using a <a href="#">keyboard interface</a>, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: Focus traps occur, preventing users from navigating out of certain sections using only the keyboard. This includes being unable to navigate from the left to the right side of the success tracker and issues with date validation interactions in the Task Manager.</p> <p>Impacted application areas include the following: Success Management</p>
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <p>If a <a href="#">keyboard shortcut</a> is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> <li>● <b>Turn off:</b> A <a href="#">mechanism</a> is available to turn the shortcut off;</li> <li>● <b>Remap:</b> A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt);</li> <li>● <b>Active only on focus:</b> The keyboard shortcut for a <a href="#">user interface component</a> is only active when that component has focus.</li> </ul>	Supports ▾	
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p>	Supports ▾	

Criteria	Conformance Level	Remarks and Explanations
<p>For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>● <b>Turn off:</b> The user is allowed to turn off the time limit before encountering it; or</li> <li>● <b>Adjust:</b> The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</li> <li>● <b>Extend:</b> The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</li> <li>● <b>Real-time Exception:</b> The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</li> <li>● <b>Essential Exception:</b> The time limit is <a href="#">essential</a> and extending it would invalidate the activity; or</li> <li>● <b>20 Hour Exception:</b> The time limit is longer than 20 hours.</li> </ul>		
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>For moving, <a href="#">blinking</a>, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>● <b>Moving, blinking, scrolling:</b> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to <a href="#">pause</a>, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is <a href="#">essential</a>; and</li> <li>● <b>Auto-updating:</b> For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to</li> </ul>	Not Applicable ▾	



Criteria	Conformance Level	Remarks and Explanations
control the frequency of the update unless the auto-updating is part of an activity where it is essential.		
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p><u>Web pages</u> do not contain anything that flashes more than three times in any one second period, or the <u>flash</u> is below the <u>general flash and red flash thresholds</u>.</p>	Not Applicable ▾	
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>A <u>mechanism</u> is available to bypass blocks of content that are repeated on multiple <u>Web pages</u>.</p>	Supports ▾	
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p><u>Web pages</u> have titles that describe topic or purpose.</p>	Supports ▾	
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>If a <u>Web page</u> can be <u>navigated sequentially</u> and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: The keyboard focus order is frequently illogical or does not preserve meaning. This includes focus not moving to expected elements (e.g., modal headers, first interactive elements, error messages), focus being lost after actions, inconsistent tabbing through elements (e.g., lookup fields reading API names before values), and difficulty reaching certain UI parts like filter panels or specific buttons.</p> <p>Impacted application areas include the following: Success Management, Resource Management, Success Operations</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>The <a href="#">purpose of each link</a> can be determined from the link text alone or from the link text together with its <a href="#">programmatically determined link context</a>, except where the purpose of the link would be <a href="#">ambiguous to users in general</a>.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: The purpose of some links is not clear from the link text alone or its surrounding programmatically determined context. For example, "Create" links within Playbook Actions share a common, non-unique ARIA label ("Certinia Actions"), making it difficult for users to distinguish their specific destinations.</p> <p>Impacted application areas include the following: Success Management</p>
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)</p> <p>All <a href="#">functionality</a> that uses multipoint or path-based gestures for operation can be operated with a <a href="#">single pointer</a> without a path-based gesture, unless a multipoint or path-based gesture is <a href="#">essential</a>.</p>	Supports ▾	
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)</p> <p>For <a href="#">functionality</a> that can be operated using a <a href="#">single pointer</a>, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>● <b>No Down-Event:</b> The <a href="#">down-event</a> of the pointer is not used to execute any part of the function;</li> <li>● <b>Abort or Undo:</b> Completion of the function is on the <a href="#">up-event</a>, and a <a href="#">mechanism</a> is available to abort the function before completion or to undo the function after completion;</li> <li>● <b>Up Reversal:</b> The up-event reverses any outcome of the preceding down-event;</li> <li>● <b>Essential:</b> Completing the function on the down-event is <a href="#">essential</a>.</li> </ul>	Supports ▾	
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)</p>	Supports ▾	

Criteria	Conformance Level	Remarks and Explanations
For <a href="#">user interface components</a> with <a href="#">labels</a> that include <a href="#">text</a> or <a href="#">images of text</a> , the <a href="#">name</a> contains the text that is presented visually.		
<p><b><a href="#">2.5.4 Motion Actuation</a></b> (Level A 2.1 only)</p> <p><a href="#">Functionality</a> that can be operated by device motion or user motion can also be operated by <a href="#">user interface components</a> and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> <li>Supported Interface: The motion is used to operate functionality through an <a href="#">accessibility supported</a> interface;</li> <li>Essential: The motion is <a href="#">essential</a> for the function and doing so would invalidate the activity.</li> </ul>	Supports ▾	
<p><b><a href="#">3.1.1 Language of Page</a></b> (Level A)</p> <p>The default <a href="#">human language</a> of each <a href="#">Web page</a> can be <a href="#">programmatically determined</a>.</p>	Supports ▾	
<p><b><a href="#">3.2.1 On Focus</a></b> (Level A)</p> <p>The <a href="#">human language</a> of each passage or phrase in the content can be <a href="#">programmatically determined</a> except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: Some components exhibit unexpected behavior on focus, such as multiple H1 tags being present in many components which can disrupt the focus and reading order for assistive technologies.</p> <p>Impacted application areas include the following: Success Management</p>
<b><a href="#">3.2.2 On Input</a></b> (Level A)	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: Changes to input values or component states (e.g., changing sort order in a

Criteria	Conformance Level	Remarks and Explanations
<p>Changing the setting of any <a href="#">user interface component</a> does not automatically cause a <a href="#">change of context</a> unless the user has been advised of the behavior before using the component.</p>		<p>grid) do not consistently result in clear feedback or announcements to the user, particularly for screen reader users.</p> <p>Impacted application areas include the following: Success Management</p>
<p><b><a href="#">3.3.1 Error Identification</a></b> (Level A)</p> <p>If an <a href="#">input error</a> is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	<p>Partially Supports ▾</p>	<p>This criteria is generally satisfied; however, there are several exceptions: Errors are not consistently identified to the user in an accessible manner. For example, screen readers may not narrate error messages on modals, or the focus may not move to the error, making it difficult for users to understand and correct mistakes. Start dates being cleared without notification when an invalid end date is entered also falls under this.</p> <p>Impacted application areas include the following: Resource Management, Success Management</p>
<p><b><a href="#">3.3.2 Labels or Instructions</a></b> (Level A)</p> <p><a href="#">Labels</a> or instructions are provided when content requires user input.</p>	<p>Partially Supports ▾</p>	<p>Most functionality is implemented properly with the following exceptions: Labels or instructions are not always provided or are insufficient. Issues include lookup fields reading API names before values, search input boxes relying on placeholders without persistent labels, and dropdown actions in modals lacking discernible text. Placeholder text for PSA Resource modals sometimes indicates incorrect information.</p>

Criteria	Conformance Level	Remarks and Explanations
		Impacted application areas include the following: Resource Management, Success Management, Success Operations
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>	Supports ▾	
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>For all <a href="#">user interface components</a> (including but not limited to: form elements, links and components generated by scripts), the <a href="#">name</a> and <a href="#">role</a> can be <a href="#">programmatically determined</a>; states, properties, and values that can be set by the user can be <a href="#">programmatically set</a>; and notification of changes to these items is available to <a href="#">user agents</a>, including <a href="#">assistive technologies</a>.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: The name, role, and state of UI components are not consistently available or correctly conveyed to assistive technologies. This includes issues like action tab links not appearing correctly in screen reader rotor menus, invalid ARIA roles in grids, unclear alt text for filter panel states, and tree grids not announcing expanded/collapsed states. Elements that trigger modals often lack the aria-haspopup property.</p> <p>Impacted application areas include the following: Success Management, Success Operations, Customer Value Management</p>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><a href="#">1.2.4 Captions (Live)</a></b> (Level AA) <a href="#">Captions</a> are provided for all <a href="#">live audio</a> content in <a href="#">synchronized media</a> .	Supports ▾	
<b><a href="#">1.2.5 Audio Description (Prerecorded)</a></b> (Level AA) <a href="#">Audio description</a> is provided for all <a href="#">prerecorded video</a> content in <a href="#">synchronized media</a> .	Supports ▾	
<b><a href="#">1.3.4 Orientation</a></b> (Level AA 2.1 only) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is <a href="#">essential</a> .	Supports ▾	
<b><a href="#">1.3.5 Identify Input Purpose</a></b> (Level AA 2.1 only) The purpose of each input field collecting information about the user can be <a href="#">programmatically determined</a> when: <ul style="list-style-type: none"> <li>• The input field serves a purpose identified in the <a href="#">Input Purposes for user interface components section</a>; and</li> <li>• The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>	Supports ▾	
<b><a href="#">1.4.3 Contrast (Minimum)</a></b> (Level AA) The visual presentation of <a href="#">text</a> and <a href="#">images of text</a> has a <a href="#">contrast ratio</a> of at least 4.5:1, except for the following: <ul style="list-style-type: none"> <li>• <b>Large Text:</b> <a href="#">Large-scale</a> text and images of large-scale text have a contrast ratio of at least 3:1;</li> </ul>	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: Cell-level errors within grids do not meet the minimum color contrast ratio thresholds, making them difficult to perceive for users with low vision or color vision deficiencies.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● <b>Incidental:</b> Text or images of text that are part of an inactive <a href="#">user interface component</a>, that are <a href="#">pure decoration</a>, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>● <b>Logotypes:</b> Text that is part of a logo or brand name has no contrast requirement.</li> </ul>		Impacted application areas include the following: Success Management
<p><a href="#">1.4.4 Resize text</a> (Level AA) Except for <a href="#">captions</a> and <a href="#">images of text</a>, <a href="#">text</a> can be resized without <a href="#">assistive technology</a> up to 200 percent without loss of content or functionality.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: Increasing font size through browser settings (e.g., to 150% or 200%) causes text to be trimmed or components to overlap and hide other content, impacting readability and usability.</p> <p>Impacted application areas include the following: Success Management</p>
<p><a href="#">1.4.5 Images of Text</a> (Level AA) If the technologies being used can achieve the visual presentation, <a href="#">text</a> is used to convey information rather than <a href="#">images of text</a> except for the following:</p> <ul style="list-style-type: none"> <li>● <b>Customizable:</b> The image of text can be <a href="#">visually customized</a> to the user's requirements;</li> <li>● <b>Essential:</b> A particular presentation of text is <a href="#">essential</a> to the information being conveyed.</li> </ul>	Supports ▾	
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>● Vertical scrolling content at a width equivalent to 320 <a href="#">CSS pixels</a>;</li> <li>● Horizontal scrolling content at a height equivalent to 256 <a href="#">CSS pixels</a>.</li> </ul>	Supports ▾	

Criteria	Conformance Level	Remarks and Explanations
Except for parts of the content which require two-dimensional layout for usage or meaning.		
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)</p> <p>The visual <a href="#">presentation</a> of the following have a <a href="#">contrast ratio</a> of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> <li>• <b>User Interface Components:</b> Visual information required to identify <a href="#">user interface components</a> and <a href="#">states</a>, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;</li> <li>• <b>Graphical Objects:</b> Parts of graphics required to understand the content, except when a particular presentation of graphics is <a href="#">essential</a> to the information being conveyed.</li> </ul>	Supports ▾	
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 only)</p> <p>In content implemented using markup languages that support the following <a href="#">text style properties</a>, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size;</li> <li>• Spacing following paragraphs to at least 2 times the font size;</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size;</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul> <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>	Supports ▾	
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> <li>• <b>Dismissible:</b> A <a href="#">mechanism</a> is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the</li> </ul>	Supports ▾	



Criteria	Conformance Level	Remarks and Explanations
<p>additional content communicates an <a href="#">input error</a> or does not obscure or replace other content;</p> <ul style="list-style-type: none"> <li>• <b>Hoverable:</b> If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</li> <li>• <b>Persistent:</b> The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</li> </ul> <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p>		
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA) More than one way is available to locate a <a href="#">Web page</a> within a <a href="#">set of Web pages</a> except where the Web Page is the result of, or a step in, a <a href="#">process</a>.</p>	Supports ▾	
<p><a href="#">2.4.6 Headings and Labels</a> (level AA) Headings and <a href="#">labels</a> describe topic or purpose.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: Headings and labels do not always accurately describe the topic or purpose. Issues include lightning cards lacking titles, unclear modal titles during template selection, toolbar titles/subtitles not being read by screen readers, and section headers within modals not being announced. "Today", "Reload", and "Edit" buttons in the Success Tracker are sometimes treated as button groups with confusing interaction instructions.</p> <p>Impacted application areas include the following: Success Management, Resource Management</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.7 Focus Visible</a> (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: The keyboard focus indicator is not always visible or clear, making it difficult for users to determine which element currently has focus. This is noted especially when tabbing out of components leaves a task selected without clear visual indication, or when selecting tasks on Bryntum calendars.</p> <p>Impacted application areas include the following: Success Management</p>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA) The <a href="#">human language</a> of each passage or phrase in the content can be <a href="#">programmatically determined</a> except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Supports ▾	
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA) Navigational mechanisms that are repeated on multiple <a href="#">Web pages</a> within a <a href="#">set of Web pages</a> occur in the <a href="#">same relative order</a> each time they are repeated, unless a change is initiated by the user.</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: Navigation mechanisms are not always consistent. For example, "Add" button groups in the Success Tracker are treated as both a menu item and a singular button, which could confuse users regarding interaction patterns. Read-only fields also present inconsistent navigation for screen readers.</p> <p>Impacted application areas include the following: Success Management</p>
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p>	Partially Supports ▾	<p>Most functionality is implemented properly with the following exceptions: Components with the</p>

Criteria	Conformance Level	Remarks and Explanations
Components that have the <a href="#">same functionality</a> within a <a href="#">set of Web pages</a> are identified consistently.		<p>same functionality are not always identified consistently. For instance, the "Add actions" menu is named "Add" in the Activity Tracker but "Actions" in the Success Tracker, which can lead to user confusion.</p> <p>Impacted application areas include the following: Success Management</p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>If an <a href="#">input error</a> is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Supports ▾	
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>For <a href="#">Web pages</a> that cause <a href="#">legal commitments</a> or financial transactions for the user to occur, that modify or delete <a href="#">user-controllable</a> data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• Reversible: Submissions are reversible.</li> <li>• Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li> <li>• Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ul>	Supports ▾	
<p><b>4.1.3 Status Messages</b> (Level AA 2.1 only)</p> <p>In content implemented using markup languages, <a href="#">status messages</a> can be <a href="#">programmatically determined</a> through <a href="#">role</a> or properties such that they can be presented to the user by <a href="#">assistive technologies</a> without receiving focus.</p>	Partially Supports ▾	<p>This criteria is generally satisfied; however, there are several exceptions: Status messages (e.g., success toasts, search results, loading indicators, content changes from filtering or sorting) are not consistently announced by screen readers. This includes info messages on modal headers, search result counts, feedback on pinning/flagging tasks,</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>updates to task progress percentages, and success of undo/redo actions.</p> <p>Impacted application areas include the following: Success Management, Resource Management, Skills Management, Customer Value Management</p>

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)</p> <p><a href="#">Sign language interpretation</a> is provided for all <a href="#">prerecorded audio</a> content in <a href="#">synchronized media</a>.</p>	Not Evaluated ▾	
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)</p> <p>Where pauses in foreground audio are insufficient to allow <a href="#">audio descriptions</a> to convey the sense of the video, <a href="#">extended audio description</a> is provided for all <a href="#">prerecorded video</a> content in <a href="#">synchronized media</a>.</p>	Not Evaluated ▾	
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)</p>	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
An <a href="#">alternative for time-based media</a> is provided for all <a href="#">prerecorded synchronized media</a> and for all prerecorded <a href="#">video-only</a> media.		
<p><b><a href="#">1.2.9 Audio-only (Live)</a></b> (Level AAA)</p> <p>An <a href="#">alternative for time-based media</a> that presents equivalent information for <a href="#">live audio-only</a> content is provided.</p>	Not Evaluated ▾	
<p><b><a href="#">1.3.6 Identify Purpose</a></b> (Level AAA)</p> <p>In content implemented using markup languages, the purpose of <a href="#">user interface components</a>, icons, and <a href="#">regions</a> can be <a href="#">programmatically determined</a>.</p>	Not Evaluated ▾	
<p><b><a href="#">1.4.6 Contrast (Enhanced)</a></b> (Level AAA)</p> <p>The visual presentation of <a href="#">text</a> and <a href="#">images of text</a> has a <a href="#">contrast ratio</a> of at least 7:1, except for the following:</p> <ul style="list-style-type: none"> <li>• <b>Large Text:</b> <a href="#">Large-scale</a> text and images of large-scale text have a contrast ratio of at least 4.5:1;</li> <li>• <b>Incidental:</b> Text or images of text that are part of an inactive <a href="#">user interface component</a>, that are <a href="#">pure decoration</a>, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• <b>Logotypes:</b> Text that is part of a logo or brand name has no contrast requirement.</li> </ul>	Not Evaluated ▾	
<p><b><a href="#">1.4.7 Low or No Background Audio</a></b> (Level AAA)</p> <p>For <a href="#">prerecorded audio-only</a> content that (1) contains primarily speech in the foreground, (2) is not an audio <a href="#">CAPTCHA</a> or audio logo, and (3) is not</p>	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
<p>vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>No Background:</b> The audio does not contain background sounds.</li> <li>• <b>Turn Off:</b> The background sounds can be turned off.</li> <li>• <b>20 dB:</b> The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.</li> </ul>		
<p><a href="#">1.4.8 Visual Presentation</a> (Level AAA)</p> <p>For the visual presentation of <a href="#">blocks of text</a>, a <a href="#">mechanism</a> is available to achieve the following:</p> <ul style="list-style-type: none"> <li>• Foreground and background colors can be selected by the user.</li> <li>• Width is no more than 80 characters or glyphs (40 if CJK).</li> <li>• Text is not justified (aligned to both the left and the right margins).</li> <li>• Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing.</li> <li>• Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text <a href="#">on a full-screen window</a>.</li> </ul>	Not Evaluated ▾	
<p><a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)</p> <p><a href="#">Images of text</a> are only used for <a href="#">pure decoration</a> or where a particular presentation of <a href="#">text</a> is <a href="#">essential</a> to the information being conveyed.</p>	Not Evaluated ▾	
<p><a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)</p> <p>All <a href="#">functionality</a> of the content is operable through a <a href="#">keyboard interface</a> without requiring specific timings for individual keystrokes.</p>	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.3 No Timing</a> (Level AAA)</p> <p>Timing is not an <a href="#">essential</a> part of the event or activity presented by the content, except for non-interactive <a href="#">synchronized media</a> and <a href="#">real-time events</a>.</p>	Not Evaluated ▾	
<p><a href="#">2.2.4 Interruptions</a> (Level AAA)</p> <p>Interruptions can be postponed or suppressed by the user, except interruptions involving an <a href="#">emergency</a>.</p>	Not Evaluated ▾	
<p><a href="#">2.2.5 Re-authenticating</a> (Level AAA)</p> <p>When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.</p>	Not Evaluated ▾	
<p><a href="#">2.2.6 Timeouts</a> (Level AAA)</p> <p>Users are warned of the duration of any <a href="#">user inactivity</a> that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions.</p>	Not Evaluated ▾	
<p><a href="#">2.3.2 Three Flashes</a> (Level AAA)</p> <p><a href="#">Web pages</a> do not contain anything that <a href="#">flashes</a> more than three times in any one second period.</p>	Not Evaluated ▾	
<p><a href="#">2.3.3 Animation from Interactions</a> (Level AAA)</p> <p><a href="#">Motion animation</a> triggered by interaction can be disabled, unless the animation is <a href="#">essential</a> to the functionality or the information being conveyed.</p>	Not Evaluated ▾	
<p><a href="#">2.4.8 Location</a> (Level AAA)</p>	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
Information about the user's location within a <a href="#">set of Web pages</a> is available.		
<p><b><a href="#">2.4.9 Link Purpose (Link Only)</a></b> (Level AAA)</p> <p>A <a href="#">mechanism</a> is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be <a href="#">ambiguous to users in general</a>.</p>	Not Evaluated ▾	
<p><b><a href="#">2.4.10 Section Headings</a></b> (Level AAA)</p> <p><a href="#">Section</a> headings are used to organize the content.</p>	Not Evaluated ▾	
<p><b><a href="#">2.5.5 Target Size</a></b> (Level AAA)</p> <p>The size of the <a href="#">target</a> for <a href="#">pointer inputs</a> is at least 44 by 44 <a href="#">CSS pixels</a> except when:</p> <ul style="list-style-type: none"> <li>• <b>Equivalent:</b> The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels;</li> <li>• <b>Inline:</b> The target is in a sentence or block of text;</li> <li>• <b>User Agent Control:</b> The size of the target is determined by the user agent and is not modified by the author;</li> <li>• <b>Essential:</b> A particular presentation of the target is <a href="#">essential</a> to the information being conveyed.</li> </ul>	Not Evaluated ▾	
<p><b><a href="#">2.5.6 Concurrent Input Mechanisms</a></b> (Level AAA)</p> <p>Web content does not restrict use of input modalities available on a platform except where the restriction is <a href="#">essential</a>, required to ensure the security of the content, or required to respect user settings.</p>	Not Evaluated ▾	
<b><a href="#">3.1.3 Unusual Words</a></b> (Level AAA)	Not Evaluated ▾	



Criteria	Conformance Level	Remarks and Explanations
A <a href="#">mechanism</a> is available for identifying specific definitions of words or phrases <a href="#">used in an unusual or restricted way</a> , including <a href="#">idioms</a> and <a href="#">jargon</a> .		
<b><a href="#">3.1.4 Abbreviations</a></b> (Level AAA)  A <a href="#">mechanism</a> for identifying the expanded form or meaning of <a href="#">abbreviations</a> is available.	Not Evaluated ▾	
<b><a href="#">3.1.5 Reading Level</a></b> (Level AAA)  When text requires reading ability more advanced than the <a href="#">lower secondary education level</a> after removal of proper names and titles, <a href="#">supplemental content</a> , or a version that does not require reading ability more advanced than the lower secondary education level, is available.	Not Evaluated ▾	
<b><a href="#">3.1.6 Pronunciation</a></b> (Level AAA)  A <a href="#">mechanism</a> is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.	Not Evaluated ▾	
<b><a href="#">3.2.5 Change on Request</a></b> (Level AAA)  <a href="#">Changes of context</a> are initiated only by user request or a <a href="#">mechanism</a> is available to turn off such changes.	Not Evaluated ▾	
<b><a href="#">3.3.5 Help</a></b> (Level AAA)  <a href="#">Context-sensitive help</a> is available.	Not Evaluated ▾	
<b><a href="#">3.3.6 Error Prevention (All)</a></b> (Level AAA)	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
<p>For <a href="#">Web pages</a> that require the user to submit information, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>● <b>Reversible:</b> Submissions are reversible.</li> <li>● <b>Checked:</b> Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li> <li>● <b>Confirmed:</b> A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ul>		