botsplash

Botsplash Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Botsplash Chat Widget

Report Date: Mar 5, 2024

Product Description: Web-based embedded Live Chat Widget

Note 1: This version of ACR applies to the standard settings of the Botsplash Chat Widget. Customizations to the chat widget for a client will prompt further accessibility adjustments in accordance with the client's specific accessibility needs.

Note 2: Botsplash name has low contrast to not give visibility to our branding in the Chat Widget.

Note 3. Displaying the "BOT" overlay text on top of the icons is intentionally kept as low contrast to highlight the customer's Bot logo behind the text.

Contact Information:

For all inquiries, please contact support@botsplash.com

To reach out directly, please contact below:

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Notes: This version of our Accessibility Conformance Report (ACR) dated March, 5, 2024 reports our conformance with WCAG 2.1 at Levels A, AA, and our compliance with Section 508 of the Rehabilitation Act, 1973 revised in 2017, based on the VPAT® Version 2.5 Section 508 template published by the Information Technology Industry Council (ITIC).

Evaluation Methods Used:

Our designers build and maintain design patterns and components with accessibility and consistency in mind. Our developers build accessibility into the web components they create as building blocks for product development. Accessibility tests are integrated into the unit testing and integration testing protocols of developers. For this, they are trained and equipped with state-of-the-art automated accessibility testing tools. Success criteria not covered by the automated tests are covered by the manual testing protocols of our quality assurance tester, which include testing with assistive technologies.

Key test methods used are listed below, with acronym legends. These acronyms are referenced in the Remarks and Explanations column to indicate how we tested for each of the WCAG 2.1 success criteria and are repeated in the page footer for easy reference. Version numbers indicate the limits within which we have tested and not the only versions tested.

Tool	Version
TBT - Tool-Based Testing	
Axe® by Deque DevTools	4.8.4
Siteimprove accessibility Checker	2.0

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A11ygator	1.12
WebAIM WAVE	3.2.5.3
ARC toolkit	5.6.0
Lera	0.5.3
Lighthouse	11.3.0
Accessibility Insights	2.41.0
CCT – Color Contrast Testing	
Color contrast Analyzer	1.1.2
Kontrast - WCAG Contrast Checker	1.1.9.
WebAIM Color contrast checker	
SRT – Screen Reader Testing	
Speak Screen Safari	17.0

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MacOS Sonoma Voiceover Rotor	14.0
SMT – Screen Magnifier Testing	
ZoomText ®	2024.2402.66
OS tools on Windows 11 and MacOS Sonoma 14.0	
MAT – Manual Accessibility Testing	
Keyboard testing with visual focus	
Ongoing feedback from customers	

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)

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Standard/Guideline	Included In Report
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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 Level AAA criteria.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note 1: When reporting on conformance with the WCAG 2.0 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.

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Note 2: In order to verify ADA compliance, WCAG 2.1 tools were employed. Consequently, it is hereby affirmed that this report is WCAG 2.1 compliant.

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Table 1: Success Criteria, Level A

Note: The stated conformance level refers to the software aspect, as the Botsplash Chat Widget is a software application that is typically embedded into a website or integrated into other digital platforms. While the Botsplash Chat Widget is often accessed and interacted with through a web interface, it is ultimately a piece of software designed to facilitate communication between businesses and their customers. Other aspects (docs, web, authoring tool) do not apply.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	**Test methods: TBT; SRT** Images are accompanied by alternative text by default
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	
1.3.1 Info and Relationships (Level A)	Supports	**Test Methods: TBT; SRT; MAT** Botsplash is primarily text based and supports keyboard navigation
1.3.2 Meaningful Sequence (Level A)	Supports	**Test Methods: SRT** Botsplash Chat Widget supports logical reading order. Aria landmarks are used to identify different sections of the page.
1.3.3 Sensory Characteristics (Level A)	Supports	**Test Methods: MAT** When icons are used as part of the interface they have alternative text

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Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Supports	**Test Method: CCT** Buttons or links with color also have text labels. Color is not required for sensemaking.
1.4.2 Audio Control (Level A)	Not Applicable	
2.1.1 Keyboard (Level A)	Supports	**Test Methods: MAT, SRT** All functionality is accessible using the keyboard
2.1.2 No Keyboard Trap (Level A)	Supports	**Test Methods: MAT, SRT** No keyboard traps. Nav is consistent from one section to the next.
2.2.1 Timing Adjustable (Level A)	Partially supports	**Test Method: MAT** Botsplash does not provide timing settings to end users. But Botsplash does provide it for customers' usage
2.2.2 Pause, Stop, Hide (Level A)	Supports	**Test Method: MAT** Conversation can be hidden and ended to prevent auto-update
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	**Test Methods: TBT, MAT** The product does not include any flashing content.
2.4.1 Bypass Blocks (Level A)	Not Applicable	
2.4.2 Page Titled (Level A)	Not Applicable	
2.4.3 Focus Order (Level A)	Supports	**Test Method: MAT** Focus can be controlled by keyboard . Focus navigation is logical.
2.4.4 Link Purpose (In Context) (Level A)	Supports	**Test Methods: MAT, SRT**

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Criteria	Conformance Level	Remarks and Explanations
		The product was tested to ensure that the purpose of each link can be understood, its label is meaningful, and that labels are not vaguely worded.
3.1.1 Language of Page (Level A)	Supports	**Test Methods: TBT; SRT** The language can be determined programmatically within the product. The Language attribute is used in HTML elements
3.2.1 On Focus (Level A)	Supports	**Test Methods: MAT, SRT** All interactive elements provide clear visual indicators and maintain keyboard operability, ensuring that users can navigate and interact with the content without hindrance.
3.2.2 On Input (Level A)	Supports	**Test Methods: MAT, SRT** Interactive elements respond appropriately to user input, offering clear feedback and maintaining consistent behavior across keyboard and alternative input methods
3.3.1 Error Identification (Level A)	Supports	**Test Methods: TBT, SRT** Botsplash Chat Widget employs clear and descriptive error messages, alerts, or notifications to promptly identify and communicate any errors or issues to users.Error messages are communicated using a combination of ARIA alerts, ARIA landmarks, headings and links.

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Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Supports	**Test Methods: TBT; SRT** All user interface elements are appropriately labeled and accompanied
4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 – Always answer 'Supports' Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	Supports	**Test Methods: TBT; SRT** Controls are developed and validated against HTML specifications and standards, including ARIA.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
1.4.3 Contrast (Minimum) (Level AA)	Supports	**Test Methods: TBT, CCT, SMT** Botsplash Chat Widget is compliant with minimum contrast ratios
1.4.4 Resize text (Level AA)	Supports	**Test Methods: TBT, CCT, SMT**

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Criteria	Conformance Level	Remarks and Explanations
		Icons and text resize with scaling/zooming options of browser (and other technology) up to 200%. All product functionalities perform well at this zoom level.
1.4.5 Images of Text (Level AA)	Not Applicable	
2.4.5 Multiple Ways (Level AA)	Supports	**Test Methods: MAT, SRT** Headings are used to structure content hierarchically, providing clear organization and navigation cues. Labels are associated with form fields and interactive elements, enabling users to understand their purpose and provide input accurately.
2.4.6 Headings and Labels (Level AA)	Supports	**Test Methods: MAT, TBT** Pages have descriptive headings and labels. Labels are unique and contextual. Customers (but not end-users) have control over their own content.
2.4.7 Focus Visible (Level AA)	Supports	**Test Method: MAT** Interactive elements maintain a visible and clear focus indicator when they receive keyboard focus.
3.1.2 Language of Parts (Level AA)	Supports	**Test Method: TBT** The product's content is appropriately marked with the correct language to assist assistive technologies in providing accurate pronunciation and language support. This ensures a consistent and understandable

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Criteria	Conformance Level	Remarks and Explanations
		experience for users
3.2.3 Consistent Navigation (Level AA)	Supports	**Test Methods: MAT, SRT, SMT** Navigation models are consistent across tools and use headings and ARIA navigation landmarks to help orient users.
3.2.4 Consistent Identification (Level AA)	Supports	**Test Methods: SRT, SMT** Botsplash's interactive elements, such as buttons, links, and controls, are consistently identified and labeled across the product.
3.3.3 Error Suggestion (Level AA)	Supports	**Test Methods: MAT, SMT, SRT** When users encounter errors, the product provides helpful suggestions and guidance to resolve the issues.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	No legal commitments or financial transactions for the user.

Table 3: Success Criteria, Level AAA

Notes: Deleted. Not evaluated.

Revised Section 508 Report

Notes:

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Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	**Test Methods: SRT** Botsplash Chat Widget supports an audio alternative which does not require user vision.
302.2 With Limited Vision	Supports	**Test Methods: TBT, SRT, SMT, CCT** Botsplash Chat Widget supports zoom methods and technologies such as browser zoom or screen magnifiers, to assist users with limited vision. It meets minimum contrast ratios, supports high contrast modes, and color inversion.
302.3 Without Perception of Color	Supports	**Test Methods: TBT, CCT** Botsplash Chat Widget does not rely on color vision to perceive or operate the user interface.
302.4 Without Hearing	Supports	**Test Methods: TBT, CCT, MAT** Botsplash Chat Widget offers a visual alternative which does not require user hearing.
302.5 With Limited Hearing	Supports	**Test Methods: TBT, CCT, MAT** Botsplash Chat Widget offers a visual alternative which does not require user hearing.
302.6 Without Speech	Supports	**Test Methods: TBT, CCT, MAT** Botsplash Chat Widget does not require user speech.

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Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	**Test Methods: TBT, MAT** Botsplash Chat Widget is fully operable (both visual and audio) without pointing devices by keyboard alone.
302.8 With Limited Reach and Strength	Supports	**Test Methods: TBT, MAT** Botsplash Chat Widget is fully operable (both visual and audio) without pointing devices by keyboard alone.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	**Test Methods: TBT, SRT, MAT** Botsplash Chat Widget is designed to be inherently accessibility friendly: Chat Widget uses familiar, everyday images or sounds, as well as plain language in instructions. It does not generally enforce a time limit on providing an answer (exceptions exist for fraudulent traffic). The user is allowed multiple attempts at solving. Upon a failed attempt, the user is given further solve hints. At any point, the user can toggle between visual and audio depending on ability and preference.

Chapter 4: Hardware

Notes: Deleted. Not applicable.

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Chapter 5: Software

Note: Botsplash does not provide accessibility services to end users. However, Botsplash does allow for client's to customize the Chat Widget from the administrative dashboard. In such cases, Botsplash will provide guidance that the ACR is compliant. Note, that options such as font size and color may negatively impact the accessibility and clients (along with the assistance from Botsplash client success team) should re-evaluate the accessibility when they are changed from the default settings. Here is the below criteria that has been evaluated as part of assessment:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	When major version changes happen on Windows, Mac, iOS and Android as well as Firefox, Chrome and Safari, Botsplash Chat Widget is tested with OS and browser accessibility features.
502.2.2 No Disruption of Accessibility Features	Supports	Botsplash does not disrupt any Browser or OS accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	The object role, state(s), properties, boundary, name, and description are programmatically determinable. **Note for partial support**: After customisation, this has to be re-evaluate to ensure that the changes conform to

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Criteria	Conformance Level	Remarks and Explanations
		ACR requirements. The same is true for all points below.
502.3.2 Modification of Object Information	Partially Supports	States and properties can be set by the customer and are being set programmatically, including through assistive technology.
502.3.3 Row, Column, and Headers	Partially Supports	When an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, are programmatically determinable
502.3.4 Values	Partially Supports	Any current value(s), and any set or range of allowable values associated with an object, are programmatically determinable.
502.3.5 Modification of Values	Partially Supports	Values that are set by the clients are capable of being set programmatically, including through assistive technology.
502.3.6 Label Relationships	Partially Supports	Any relationship that a component has as a label for another component, or of being labeled by another component, are programmatically determinable
502.3.7 Hierarchical Relationships	Partially Supports	Any parent-child relationship that a component has as a container for, or being contained by, another component are programmatically determinable.
502.3.8 Text	Partially Supports	The content of text objects, text attributes, and the boundary of text

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Criteria	Conformance Level	Remarks and Explanations
		rendered to the screen, are programmatically determinable
502.3.9 Modification of Text	Partially Supports	Text that can be set by the customer is capable of being set programmatically, including through assistive technology.
502.3.10 List of Actions	Partially Supports	A list of all actions that can be executed on an object is programmatically determinable.
502.3.11 Actions on Objects	Partially Supports	App allows assistive technology to programmatically execute available actions on objects.
502.3.12 Focus Cursor	Partially Supports	App exposes information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components
502.3.13 Modification of Focus Cursor	Partially Supports	Focus, text insertion point, and selection attributes that can be set by the customer are capable of being set programmatically.
502.3.14 Event Notification	Partially Supports	Notification of events relevant to user interactions is available to assistive technology
502.4 Platform Accessibility Features	Not supported	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially supports	App permits customer preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Not applicable	

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Criteria	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Not applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The product is not an authoring tool
504.2.2 PDF Export	Not applicable	The product is not an authoring tool
504.3 Prompts	Not applicable	The product is not an authoring tool
504.4 Templates	Not applicable	The product is not an authoring tool

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	Botsplash does not provide any documentation aimed at the end user, as our products in general and the Chat Widget in particular are embedded into the customers' web page or app. Botsplash' customer-facing

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Criteria	Conformance Level	Remarks and Explanations
		documentation does however include an overview over the level of provided accessibility support.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Support documentation is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not applicable	Botsplash does not provide support services to end users.
603.3 Accommodation of Communication Needs	Not applicable	Botsplash does not provide support services to end users.

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This document is for informational purposes only and the contents herein are subject to change without notice. Botsplash does not warrant that this document is error free and makes no warranties, express or implied. The information contained in this document represents the current view of Botsplash Chat Widget on the issues discussed as of the date of publication. Botsplash cannot guarantee the accuracy of any information presented herein after the date of the publication. Botsplash specifically disclaims any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document.

Botsplash strives, and will continue to strive, to provide a true and fair description of the accessibility conformance of its products in our VPATs, and if any further exceptions are found, we will address them as soon as is practicable. If we become aware of impacts (positive or negative) of new assistive technologies or user systems in common use, we will look to implement those as soon as is practicable. User feedback is highly informative and useful in these endeavors, so we urge users to share their insights and experiences on these topics, via the contact provided above.

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