Botsplash Video/Voice Calling Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Video/Voice Calls by Botsplash

Report Date: April 26, 2024

Product Description: Video/Voice calls enable face-to-face interaction, fostering trust and rapport between businesses and customers. The feature offers the capability to use either video or audio exclusively for making calls. Additionally, both parties have the option to share their screens if desired.

Note 1: This version of ACR applies to the standard settings of the Video/Voice calling. Customizations to the Video/Voice Calls for a client will prompt further accessibility adjustments in accordance with the client's specific accessibility needs. Customers are unable to customize the product themselves.

Note 2. This version of ACR does not apply to the Video/Voice administrative Dashboard (separate VPAT pending).

Contact Information:

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To reach out directly, please contact below:

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Notes: This version of our Accessibility Conformance Report (ACR) dated April, 26, 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:

In line with ADA guidelines and VPAT standards, our design team remains dedicated to establishing and preserving design patterns and components that prioritize accessibility and consistency. Similarly, our development team incorporates accessibility features into the web components they create as fundamental elements in product development. Accessibility assessments seamlessly merge into both unit and integration testing procedures, supported by our developers' proficient utilization of advanced automated accessibility testing tools. Criteria not covered by automated tests undergo thorough examination through manual testing procedures conducted by our quality assurance testers, which include trials with various 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.

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

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Kontrast - WCAG Contrast Checker	1.1.9.
WebAIM Color contrast checker	
SRT – Screen Reader Testing	
Speak Screen Safari	17.0
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

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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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Note: Since most tools adhere to WCAG 2.1 standards and verify products accordingly, we can confirm that this report complies with WCAG 2.1 requirements.

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.

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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.

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 1:

In accordance with ADA and VPAT guidelines, the conformance level specified pertains to the software aspect, given that Video/Voice Calls can be considered software features, as they are integrated into a software application/platform to enable users to communicate in real-time using video and/or voice.

Voice/video calls are not considered authoring tools because their primary function is to facilitate real-time communication between users through audio and/or video channels. Authoring tools, on the other hand, are software applications specifically designed for creating, editing, and publishing content, such as documents, presentations, websites, or multimedia materials. While Video/Voice Calls allow users to collaborate or share information during a call, their primary purpose is different from that of authoring tools, which are focused on content creation and management.

Therefore, based on its primary functionality and focus on communication rather than content creation, Video/Voice calls do not qualify as an authoring tool under the ADA. Consequently, this report pertains solely to the software aspect of Video/Voice calls and does not extend to documentation, web content, or authoring tool classifications.

Note 2: After customization, all criteria must be reassessed to ensure compliance with ACR requirements. This applies to all subsequent points as well.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	**Test methods: TBT; SRT** Images are inherently provided with 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	

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Criteria	Conformance Level	Remarks and Explanations
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** Information, structure, and relationships are programmatically identified or accessible in text format as presented.
1.3.2 Meaningful Sequence (Level A)	Supports	**Test Method: SRT** A programmatically determined correct reading sequence is available when the order of content presentation impacts its meaning.
1.3.3 Sensory Characteristics (Level A)	Supports	**Test Method: MAT** Instructions for comprehending and operating content do not rely solely on sensory attributes of components, such as shape, size, visual placement, orientation, or sound.
1.4.1 Use of Color (Level A)	Supports	**Test Method: CCT** Buttons or links that utilize color are accompanied by text labels, ensuring that color is not essential for comprehension or interpretation.
1.4.2 Audio Control (Level A)	Not Applicable	
2.1.1 Keyboard (Level A)	Supports	**Test Methods: MAT, SRT** All features are accessible via keyboard navigation.
2.1.2 No Keyboard Trap (Level A)	Supports	**Test Methods: MAT, SRT** Keyboard traps are absent, and navigation

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Criteria	Conformance Level	Remarks and Explanations
		maintains consistency from one section to the next.
2.2.1 Timing Adjustable (Level A)	Partially supports	**Test Method: MAT** Botsplash does not provide timing settings for end users.
2.2.2 Pause, Stop, Hide (Level A)	Supports	**Test Method: MAT** Throughout the application, moving, blinking, scrolling, or auto-updating information adheres to the specified requirements.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	**Test Methods: TBT, MAT** The product does not incorporate any flashing content.
2.4.1 Bypass Blocks (Level A)	Not Applicable	
2.4.2 Page Titled (Level A)	Supports	**Test Methods: TBT, MAT** Web pages are equipped with titles that accurately describe their topic or purpose.
2.4.3 Focus Order (Level A)	Supports	**Test Method: MAT** Keyboard control is enabled for focus, ensuring logical navigation.
2.4.4 Link Purpose (In Context) (Level A)	Not Applicable	
3.1.1 Language of Page (Level A)	Supports	**Test Methods: TBT; SRT** The language within the product can be programmatically determined, utilizing the Language attribute in HTML elements.

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Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Supports	**Test Methods: MAT, SRT** All interactive elements are equipped with clear visual cues and maintain keyboard functionality, allowing users to navigate and interact with the content seamlessly.
3.2.2 On Input (Level A)	Supports	**Test Methods: MAT, SRT** Interactive elements respond accurately to user input, offering clear feedback and ensuring consistent behavior across both keyboard and alternative input methods.
3.3.1 Error Identification (Level A)	Supports	**Test Methods: TBT, SRT** The feature employs clear and descriptive error messages, alerts, or notifications to promptly identify and communicate any errors or issues to users. Error messages are presented using a combination of ARIA alerts, ARIA landmarks, headings, and links.
3.3.2 Labels or Instructions (Level A)	Supports	**Test Methods: TBT; SRT** All user interface elements are accurately labeled and accompanied as required.
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**

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Criteria	Conformance Level	Remarks and Explanations
		Controls are developed and validated in accordance with HTML specifications and standards, including ARIA (Accessible Rich Internet Applications).

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** The visual display of text and images containing text maintains a minimum contrast ratio of 4.5:1.
1.4.4 Resize text (Level AA)	Supports	**Test Methods: TBT, CCT, SMT** Icons and text adapt appropriately when scaling or zooming in the browser (and other technologies) up to 200%. All product functionalities remain fully effective 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 organize content hierarchically,

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Criteria	Conformance Level	Remarks and Explanations
		providing clear structure and navigation cues. Labels are associated with form fields and interactive elements, ensuring users understand their purpose and can input information accurately.
2.4.6 Headings and Labels (Level AA)	Supports	**Test Methods: MAT, TBT** Pages include descriptive headings and labels that are distinct and contextually relevant. Customers, though not end-users, maintain control over their 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 accurately tagged with the appropriate language to facilitate assistive technologies in delivering precise pronunciation and language assistance. This ensures a consistent and understandable experience for users.
3.2.3 Consistent Navigation (Level AA)	Supports	**Test Methods: MAT, SRT, SMT** Navigation structures maintain consistency across tools and employ headings and ARIA navigation landmarks to guide users effectively.
3.2.4 Consistent Identification (Level AA)	Supports	**Test Methods: SRT, SMT** Interactive elements, such as buttons and controls, consistently maintain identification and labeling across the entire product.

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Criteria	Conformance Level	Remarks and Explanations
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 assist in resolving 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.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	**Test Method: SRT** Calls provides an audio alternative that does not depend on user vision.
302.2 With Limited Vision	Supports	**Test Methods: TBT, SRT, SMT, CCT** Feature accommodates zoom functionalities and technologies such as

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Criteria	Conformance Level	Remarks and Explanations
		browser zoom or screen magnifiers to assist users with visual impairments. It adheres to minimum contrast ratios, facilitates high contrast modes, and supports color inversion.
302.3 Without Perception of Color	Supports	**Test Methods: TBT, CCT** The user interface is designed to operate and be perceivable without reliance on color vision.
302.4 Without Hearing	Supports	**Test Methods: TBT, CCT, MAT** Calls offer a visual alternative(video) that does not depend on user hearing.
302.5 With Limited Hearing	Supports	**Test Methods: TBT, CCT, MAT** Calls offer a visual alternative(Video) that does not rely on the user's auditory capabilities.
302.6 Without Speech	Supports	**Test Methods: TBT, CCT, MAT** Calls can include screen sharing functionality, allowing users to explain and share information with end users, eliminating the need for the user to speak.
302.7 With Limited Manipulation	Supports	**Test Methods: TBT, MAT** Calls can be fully operated (both visually and audibly) using only a keyboard, without the need for pointing devices.
302.8 With Limited Reach and Strength	Supports	**Test Methods: TBT, MAT** Calls can be fully navigated and operated, both visually and audibly, using

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Criteria	Conformance Level	Remarks and Explanations
		only a keyboard, without the need for any pointing devices.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	**Test Methods: TBT, SRT, MAT** Calls are inherently designed with accessibility in mind. It utilizes familiar, everyday images or sounds and employs straightforward language in its instructions. Moreover, it does not impose time limits on responses and allows users multiple attempts to solve challenges. In the event of an unsuccessful attempt, users receive additional hints to assist in solving. Additionally, users can easily switch between visual and audio modes based on their abilities and preferences.

Chapter 4: Hardware

Notes: Deleted. Not applicable.

Chapter 5: Software

Note: Video/Audio Calls can be considered a software feature as they are implemented as part of a software application or platform, enabling users to engage in real-time communication via video and/or audio channels. This feature involves software development for functionalities such as initiating calls, managing call quality, integrating with hardware components like microphones and cameras, and providing user interfaces for call controls and settings.

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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 significant version updates are released for platforms like Windows, Mac, iOS, Android, and browsers such as Firefox, Chrome, and Safari, Botsplash undergoes testing on Calls to ensure compatibility with the accessibility features of these operating systems and browsers.
502.2.2 No Disruption of Accessibility Features	Supports	Calls do not impede the accessibility features of any browsers or operating systems.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	The role, state(s), properties, boundaries, name, and description of the object can be programmatically determined.
502.3.2 Modification of Object Information	Supports	States and properties can be configured based on customer requirements and are programmatically set, including through assistive technology.
502.3.3 Row, Column, and Headers	Supports	When an object is within a data table, the occupied rows and columns, along with any associated headers, can be programmatically determined.

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Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Supports	The current value(s) and any set or range of allowable values associated with an object can be programmatically ascertained.
502.3.5 Modification of Values	Supports	Values specified by clients(not end-users) can be programmatically set, including through assistive technology.
502.3.6 Label Relationships	Supports	The connections a component maintains, whether as a marker for another component or being marked by another component, can be determined through programming.
502.3.7 Hierarchical Relationships	Supports	The relationships of parent-child that a component upholds, either as a container for another component or being contained by another component, can be determined through programming.
502.3.8 Text	Supports	The text objects' content, attributes, and the displayed text boundaries on the screen can be determined programmatically.
502.3.9 Modification of Text	Supports	Text input by the customer(not end-user) can be programmatically established, including with the aid of assistive technology.
502.3.10 List of Actions	Supports	It's possible to programmatically determine a comprehensive list of

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Criteria	Conformance Level	Remarks and Explanations
		actions that can be executed on an object.
502.3.11 Actions on Objects	Supports	The application allows assistive technology to programmatically execute available actions on objects.
502.3.12 Focus Cursor	Supports	The application furnishes customers (but not end-users) with the necessary information and tools to monitor the focus, text insertion point, and selection attributes of user interface components.
502.3.13 Modification of Focus Cursor	Supports	The focus, text insertion points, and selection attributes designated by the customer can be programmatically determined.
502.3.14 Event Notification	Supports	Assistive technology can access notifications of events relevant to user interactions.
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	The end-user cannot perform any customizations for Calls, but settings for color, contrast, font type, and font size can be adjusted to meet customer preferences.
503.3 Alternative User Interfaces	Not applicable	
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	

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Criteria	Conformance Level	Remarks and Explanations
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 doesn't provide documentation aimed directly at end users since our products are usually integrated into our customers' websites or apps. However, Botsplash's customer-facing documentation does provide an overview of the accessibility support offered.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section

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Criteria	Conformance Level	Remarks and Explanations
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	
603.3 Accommodation of Communication Needs	Not applicable	

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Botsplash is committed to providing an accurate and transparent description of the accessibility conformance of its products in our VPATs. Should we identify any additional exceptions, we will address them as promptly as possible. If we become aware of any impacts, whether positive or negative, from new assistive technologies or commonly used user systems, we will endeavor to implement them at the earliest opportunity. We highly value user feedback as it is instrumental in these efforts. Therefore, we encourage users to share their insights and experiences on these matters using the contact information provided above.

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