Botcopy Accessibility Conformance Report

WCAG Edition Version 2.4

Name of Product/Version: Botcopy Chat Window v2.0

Report Date: October 27, 2022

Product Description: Botcopy is an enterprise and public sector "automation-first" web messaging SaaS solution blending backend AI cloud services, such as Google Cloud Dialogflow, with modular frontend components designed to meet the most stringent compliance requirements on websites and apps.

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Notes: This report does not evaluate the accessibility of any content under complete control of third-party integrations, customer-controlled alternative text for uploaded images, customer-controlled captions or transcripts for multimedia content, or embedded content such as customer-controlled iFrames. However, Botcopy's unique technology enables uncommonly stringent accessibility requirements to be completely satisfied using the Botcopy framework. Our documentation outlines options for meeting these accessibility requirements using Botcopy's built-in compliance features and functionality.

Evaluation Methods Used: This conformance report is based on the results of an accessibility audit conducted by [ZenythGroup](#) on the Botcopy chatbot for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.

The following tools and software were used as part of the audit to identify potential accessibility issues:

Desktop browsers: Chrome, Firefox, and Safari.

Assistive technologies: JAWS, NVDA, and VoiceOver.

Accessibility testing tools: ARC Toolkit, Accessibility Viewer, Browser Developer Tools, ANDI, Axe, and Colour Contrast Analyser.

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
	Level AA
[Web Content Accessibility Guidelines 2.1](#)	Level A
	Level AA

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 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](#).

WCAG 2.1 Conformance Table

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Supports	Web: Non-text content that is presented to the user has a text alternative that serves the equivalent purpose. Customers are provided the ability to add alternative text to images they upload.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Not Applicable	Web: Botcopy does not present any prerecorded audio-only or video-only media. Customers are provided the ability to add text alternatives for prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Web: Not Applicable	Web: Botcopy does not present any prerecorded synchronized media. Customers are provided the ability to add transcripts for prerecorded synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Not Applicable	Web: Botcopy does not present any prerecorded synchronized media. Customers are provided the ability to add captions for synchronized media which would require an alternative for time-based media.
1.2.4 Captions (Live) (Level AA)	Web: Not Applicable	Web: Botcopy does not provide any live synchronized media. Customers are provided the ability to add captions to live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Not Applicable	Web: Botcopy does not provide any synchronized media which would require an audio description.

[1.3.1 Info and Relationships](#) (Level A)	Web: Supports	Web: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.
[1.3.2 Meaningful Sequence](#) (Level A)	Web: Supports	Web: The correct reading sequence of content can be programmatically determined.
[1.3.3 Sensory Characteristics](#) (Level A)	Web: Supports	Web: Botcopy instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.
[1.3.4 Orientation](#) (Level AA 2.1 only)	Web: Supports	Web: Botcopy does not restrict its view and operation to a single display orientation.
[1.3.5 Identify Input Purpose](#) (Level AA 2.1 only)	Web: Supports	Web: The purpose of input fields collecting information about the user can be programmatically determined.
[1.4.1 Use of Color](#) (Level A)	Web: Supports	Web: Botcopy does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
[1.4.2 Audio Control](#) (Level A)	Web: Not Applicable	Web: Botcopy does not contain any audio which plays automatically for more than 3 seconds.
[1.4.3 Contrast (Minimum)](#) (Level AA)	Web: Supports	Web: Botcopy text in the application meets minimum contrast requirements. Customers can select color combinations which meet minimum contrast requirements.
[1.4.4 Resize text](#) (Level AA)	Web: Supports	Web: Botcopy allows text to be resized / zoomed up to 200% without loss of content or functionality.
[1.4.5 Images of Text](#) (Level AA)	Web: Not Applicable	Web: Botcopy uses text instead of images of text to convey information.

1.4.10 Reflow (Level AA 2.1 only)	Web: Supports	Web: Botcopy can be resized to a width of 320 CSS pixels / a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Supports	Web: Botcopy's interface components and meaningful graphical objects have a contrast ratio of at least 3:1.
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports	Web: Botcopy allows for relevant text style properties to be changed without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Not Applicable	Web: Bitcopy does not reveal any content on hover or focus.
2.1.1 Keyboard (Level A)	Web: Supports	Web: Botcopy's "x" button to remove preloaded responses and last bot response from main web page view only receives keyboard focus if the mouse is hovering in the same area.
2.1.2 No Keyboard Trap (Level A)	Web: Supports	Web: Botcopy components that receive keyboard focus allow focus to be moved away from the component using only a keyboard interface.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Not Applicable	Web: Botcopy does not provide shortcut keys.
2.2.1 Timing Adjustable (Level A)	Web: Not Applicable	Web: Botcopy does not include any time limits for interaction.
2.2.2 Pause, Stop, Hide (Level A)	Web: Not Applicable	Web: Botcopy does not contain any moving, blinking, scrolling or auto-updating content (presented in parallel with other content).
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Not Applicable	Web: Botcopy does not contain any content that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A)	Web: Not Applicable	Web: Botcopy does not present repetitive blocks of content.

2.4.2 Page Titled (Level A)	Web: Not Applicable	Web: Botcopy is not a webpage and does not have a <title> element. Botcopy names the dialog element appropriately.
2.4.3 Focus Order (Level A)	Web: Supports	Web: Botcopy's interactive elements have logical focus order.
2.4.4 Link Purpose (In Context) (Level A)	Web: Not Applicable	Web: Botcopy does use any link elements.
2.4.5 Multiple Ways (Level AA)	Web: Not Applicable	Web: Botcopy is not a set of web pages required to provide multiple ways to locate other pages in the set.
2.4.6 Headings and Labels (Level AA)	Web: Supports	Web: Botcopy headings and labels appropriately describe the topic or purpose of their related content.
2.4.7 Focus Visible (Level AA)	Web: Partially Supports	Web: All except two of the focusable elements in Botcopy have a visible keyboard indicator. Focus is not visible on the combobox available in Botcopy's forms and for one tabstop if a <video> element is used.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Not Applicable	Web: Botcopy does not use multi-pointer/multi-touch interactions or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: Botcopy content that can be operated using a single point does not execute any part of the function on the down-event of the pointer.
2.5.3 Label in Name (Level A 2.1 only)	Web: Supports	Web: Botcopy user interface components with labels that include text or images of text have the accessible name of the component containing the text that is presented visually.

[2.5.4 Motion Actuation](#) (Level A 2.1 only)	Web: Not Applicable	Web: Botcopy does not have functionality operated by device or user motion.
[3.1.1 Language of Page](#) (Level A)	Web: Not Applicable	Web: Botcopy is not a web page and cannot set the language of the page.
[3.1.2 Language of Parts](#) (Level AA)	Web: Does Not Support	Web: Botcopy presents bot interface content in the language preference defined in the user's browser but does not include a language attribute with the correct value. Customers can include Bot responses in any language and Botcopy does not allow customers to set the language attribute's value for any bot responses.
[3.2.1 On Focus](#) (Level A)	Web: Supports	Web: Botcopy components do not initiate a change of context when focused.
[3.2.2 On Input](#) (Level A)	Web: Not Applicable	Web: Botcopy components do not automatically cause a change of context when settings are changed.
[3.2.3 Consistent Navigation](#) (Level AA)	Web: Not Applicable	Web: Botcopy does not provide navigation components repeated across web pages or chat widget views.
[3.2.4 Consistent Identification](#) (Level AA)	Web: Supports	Web: Botcopy components that have the same functionality within the bot are identified consistently.
[3.3.1 Error Identification](#) (Level A)	Web: Supports	Web: Botcopy does not provide controls requiring validation. Customers can include error messages for any automatically detectable error.
[3.3.2 Labels or Instructions](#) (Level A)	Web: Supports	Web: Botcopy provides labels or instructions for all content requiring user input. Customers can include labels or instructions for all form controls.

3.3.3 Error Suggestion (Level AA)	Web: Supports	Web: Botcopy does not provide controls requiring validation. Customers can include error messages for any automatically detectable error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA	Web: Not Applicable	Web: Botcopy's interface does not provide interaction that causes legal commitments or financial transactions to occur, or forms that submit actions that modify or delete user-controllable data in data storage systems provide a mechanism to confirm the changes. Customers can create forms of any kind, including steps for the required confirmation of such interactions.
4.1.1 Parsing (Level A)	Web: Supports	Web: Botcopy does not have parsing issues known to have an accessibility impact.
4.1.2 Name, Role, Value (Level A)	Web: Supports	Web: For most user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user are programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. However, there are minor exceptions. These include: The control to open the "Clear History" element, as well as the clear history element have incorrect or missing roles. Prompt suggestions before opening the bot do not indicate they will trigger a popup.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Supports	Web: Status messages are presented to the user by assistive technologies without receiving focus.