a11y @ NUANCE

Nuance Accessibility Conformance Report

Product:	Nuance Digital Engagement Platform (Client portal)
Product Description:	Client facing chat product
Report Date:	May 2020
Reported By:	Debra Kyles (debra.kyles@nuance.com
Evaluation Methods Used:	Manual and automated testing
Applicable Guidelines	WCAG 2.1 Levels A and AA
	ADA Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

NUANCE

Table of contents

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..

Principle 1: Perceivable
Information and user interface components must be presentable to users in ways they can perceive.

Guideline 1.1 Text Alternatives

Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

Criterion	Conformance	Remarks & Explanations
1.1.1 Non-text Content [Level A]		
All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed. Also applies to Revised Section 508	Supports	All non-text content provides a text alternative

Guideline 1.2 time-based media

Provide alternatives for time-based media.

Criterion	Conformance	Remarks & Explanations
1.2.1 Audio-only and Video-only (Prerecorded) [Level A]		
For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such *Prerecorded Audio-only: An alternative for time-based media is provided.* *Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided.*	Not applicable	NDEP does not provide prerecorded audio or video. All prerecorded media is provided by the customer.

NUANCE

Criterion	Conformance	Remarks & Explanations
Also applies to Revised Section 508		
1.2.2 Captions (Prerecorded) [Level A]		
Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. Also applies to Revised Section 508	Not applicable	NDEP does not provide prerecorded audio or video. All prerecorded media is provided by the customer.
1.2.3 Audio Description or Media Alternative (Prerecorded) [Level A]		
An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. Also applies to Revised Section 508	Not applicable	NDEP does not provide prerecorded audio or video. All prerecorded media is provided by the customer.
1.2.4 Captions (Live) [Level AA]		
Captions are provided for all live audio content in synchronized media. Also applies to Revised Section 508	Not applicable	NDEP does not provide live audio or video.
1.2.5 Audio Description (Prerecorded) [Level AA]		
Audio description is provided for all prerecorded video content in synchronized media. Also applies to Revised Section 508	Not applicable	NDEP does not provide prerecorded audio or video. All prerecorded media is provided by the customer.

Guideline 1.3 Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

Criterion	Conformance	Remarks & Explanations
1.3.1 Info and Relationships [Level A]		
Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. Also applies to Revised Section 508	Supports	NDEP uses standard HTML markup for headings, form labels, links, buttons, tables, lists, etc. when possible. When not possible, ARIA and/or descriptive text is used to indicate the various types of content and controls, and the relationships between them.
1.3.2 Meaningful Sequence [Level A]		
When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. Also applies to Revised Section 508	Supports	NDEP strives to keep all content in a meaningful order within the DOM. When ordering is potentially confusing, structural data such as list or table markup is added to help clarify how such content should be read.
1.3.3 Sensory Characteristics [Level A]		
Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Also applies to Revised Section 508	Supports	When sensory characteristics are used to convey meaning, additional information is also provided in an alternative form.
1.3.4 Orientation [Level AA]		
Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. Does not apply to Revised Section 508	Supports	The chat area is not restricted to a single orientation. On phones, the user is asked to use the vertical display for a better experience, but this recommendation can be bypassed.
1.3.5 Identify Input Purpose [Level AA]		
The purpose of each input field collecting information about the user can be	Supports	All input fields have labels and instructions available to sighted and non-sighted users.

Criterion	Conformance	Remarks & Explanations
programmatically determined when: *The input field serves a purpose identified in the Input Purposes for User Interface Components section; and* *The content is implemented using technologies with support for identifying the expected meaning for form input data.* Does not apply to Revised Section 508		

Guideline 1.4 Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

Criterion	Conformance	Remarks & Explanations
1.4.1 Use of Color [Level A]		
Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Also applies to Revised Section 508	Supports	When color is used to convey meaning, additional information is also provided in an alternative form.
1.4.2 Audio Control [Level A]		
If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. Also applies to Revised Section 508	Not applicable	Nuance does not autoplay audio by default.
1.4.3 Contrast (Minimum) [Level AA]		
The visual presentation of text and images of text has a contrast ratio of at least 4.5:1. Also applies to Revised Section 508	Supports	Nuance maintains a minimum contrast ratio across the NDEP portal.

NUANCE

Criterion	Conformance	Remarks & Explanations
1.4.4 Resize text [Level AA]		
Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. Also applies to Revised Section 508	Supports	The interface provides a tool that allows the user to increase the text size. In addition, using browser tools to increase the magnification also increases the text size on desktop.
1.4.5 Images of Text [Level AA]		
If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text. Also applies to Revised Section 508	Supports	NDEP avoids the use of images of text, and when it is used, alternative text is provided.
1.4.10 Reflow [Level AA]		
Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • *Vertical scrolling content at a width equivalent to 320 CSS pixels;* • *Horizontal scrolling content at a height equivalent to 256 CSS pixels.* Does not apply to Revised Section 508	Partially Supports	Most recent interactions are available in the current screen without requiring scrolling. In order to review older interactions, the user needs to scroll.
1.4.11 Non-text Contrast [Level AA]		
The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): • *User Interface Components* • *Graphical Objects* Does not apply to Revised Section 508	Supports	Nuance maintains a minimum contrast ratio across the NDEP portal.
1.4.12 Text Spacing [Level AA]		
In content implemented using markup languages that support the following text style properties,	Supports	Information in the chat window support text spacing adjustments by the end user.

NUANCE

Criterion	Conformance	Remarks & Explanations
no loss of content or functionality occurs by setting all of the following and by changing no other style property: • *Line height (line spacing) to at least 1.5 times the font size;* • *Spacing following paragraphs to at least 2 times the font size;* • *Letter spacing (tracking) to at least 0.12 times the font size;* • *Word spacing to at least 0.16 times the font size.* Does not apply to Revised Section 508		
1.4.13 Content on Hover or Focus [Level AA]		
Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • *Dismissable* • *Hoverable* • *Persistent* Does not apply to Revised Section 508	Supports	Focus does not trigger additional content.

Principle 2: Operable
User interface components and navigation must be operable.

Guideline 2.1 Keyboard Accessible

Make all functionality available from a keyboard.

Criterion	Conformance	Remarks & Explanations
2.1.1 Keyboard [Level A]		
All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that	Supports	All areas of the NDEP chat are accessible to the keyboard user.

NUANCE

Criterion	Conformance	Remarks & Explanations
depends on the path of the user's movement and not just the endpoints. Also applies to Revised Section 508		
2.1.2 No Keyboard Trap [Level A]		
If keyboard focus can be moved to a component of the page using a keyboard interface, 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. Also applies to Revised Section 508	Supports	The NDEP portal does not trap keyboard focus.
2.1.4 Character Key Shortcuts [Level A]		
If a keyboard shortcut 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: • *Turn off* • *Remap* • *Active only on focus* Does not apply to Revised Section 508	Not applicable	NDEP does not utilize character key shortcuts.

Guideline 2.2 Enough Time

Provide users enough time to read and use content.

Criterion	Conformance	Remarks & Explanations
2.2.1 Timing Adjustable [Level A]		
For each time limit that is set by the content, at least one of the following is true: • *Turn off*	Does not support	The chat functionality depends on the availability of agents. The user is not able to request an extension of the timer if no agents are available.

NUANCE

Criterion	Conformance	Remarks & Explanations
• *Adjust* • *Extend* • *Real-time Exception* • *Essential Exception* • *20 Hour Exception* Also applies to Revised Section 508		
2.2.2 Pause, Stop, Hide [Level A]		
For moving, blinking, scrolling, or auto-updating information, all of the following are true: • *Moving, blinking, scrolling* • *Auto-updating* Also applies to Revised Section 508	Not applicable	The NDEP portal does not utilize blinking or scrolling information.

Guideline 2.3 Seizures

Do not design content in a way that is known to cause seizures.

Criterion	Conformance	Remarks & Explanations
2.3.1 Three Flashes or Below Threshold [Level A]		
Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. Also applies to Revised Section 508	Not applicable	The NDEP portal does not use flashing or blinking content.

Guideline 2.4 Navigable

Provide ways to help users navigate, find content, and determine where they are.

Criterion	Conformance	Remarks & Explanations
2.4.1 Bypass Blocks [Level A]		

NUANCE

Criterion	Conformance	Remarks & Explanations
A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. Also applies to Revised Section 508	Not applicable	The NDEP portal does not have repeated blocks of content.
2.4.2 Page Titled [Level A]		
Web pages have titles that describe topic or purpose. Also applies to Revised Section 508	Not applicable	The NDEP portal sits on top of the client's web page. The web page title is controlled by the client.
2.4.3 Focus Order [Level A]		
If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. Also applies to Revised Section 508	Supports	All elements receive focus in logical order.
2.4.4 Link Purpose (In Context) [Level A]		
The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. Also applies to Revised Section 508	Supports	All links provided by the NDEP portal are clearly identified by link text and ARIA attributes.
2.4.5 Multiple Ways [Level AA]		
More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. Also applies to Revised Section 508	Not applicable	The NDEP portal is an element, not a web page.

Criterion	Conformance	Remarks & Explanations
2.4.6 Headings and Labels [Level AA]		
Headings and labels describe topic or purpose. Also applies to Revised Section 508	Supports	The NDEP portal strives to make all headings and labels meaningful, even when read out of context.
2.4.7 Focus Visible [Level AA]		
Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. Also applies to Revised Section 508	Supports	Nuance strives to ensure that the focus indicator is always visible and contrasts well with the surrounding content and background.

Guideline 2.5 Input Modalities

Make it easier for users to operate functionality through various inputs beyond keyboard.

Criterion	Conformance	Remarks & Explanations
2.5.1 Pointer Gestures [Level A]		
All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. Does not apply to Revised Section 508	Not applicable	The NDEP portal does utilize multipoint or path-based gestures.
2.5.2 Pointer Cancellation [Level A]		
For functionality that can be operated using a single pointer, at least one of the following is true: • *No Down-Event* • *Abort or Undo* • *Up Reversal* • *Essential* Does not apply to Revised Section 508	Supports	All gestures can be reversed or cancelled.

NUANCE

Criterion	Conformance	Remarks & Explanations
2.5.3 Label in Namev [Level A]		
For user interface components with labels that include text or images of text, the name contains the text that is presented visually. Does not apply to Revised Section 508	Supports	All components in the NDEP portal have labels for sighted and non-sighted users.
2.5.4 Motion Actuation [Level A]		
Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation. Does not apply to Revised Section 508	Not applicable	The NDEP portal does not use motion actuation.

Principle 3: Understandable
Information and the operation of user interface must be understandable.

Guideline 3.1 Readable

Make text content readable and understandable.

Criterion	Conformance	Remarks & Explanations
3.1.1 Language of Page [Level A]		
The default human language of each Web page can be programmatically determined. Also applies to Revised Section 508	Not applicable	The NDEP portal sits on top of the client's web page. The page language is controlled by the client.
3.1.2 Language of Parts [Level AA]		
The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and	Supports	The lang attribute is added to elements that use a non-native language.

NUANCE

Criterion	Conformance	Remarks & Explanations
words or phrases that have become part of the vernacular of the immediately surrounding text. Also applies to Revised Section 508)		

Guideline 3.2 Predictable

Make web pages appear and operate in predictable ways.

Criterion	Conformance	Remarks & Explanations
3.2.1 On Focus [Level A]		
When any component receives focus, it does not initiate a change of context. Also applies to Revised Section 508	Supports	The NDEP portal does not trigger context changes when items are focused.
3.2.2 On Input [Level A]		
Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. Also applies to Revised Section 508	Supports	The NDEP portal does not use the changing of input fields for initiating context changes.
3.2.3 Consistent Navigation [Level AA]		
Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. Also applies to Revised Section 508	Not applicable	The NDEP portal sits on top of the client's web page. The web page navigation is controlled by the client.
3.2.4 Consistent Identification [Level AA]		
Components that have the same functionality within a set of Web pages are identified consistently.	Not applicable	The NDEP portal sits on top of the client's web page. Web page components are controlled by the client.

NUANCE

Criterion	Conformance	Remarks & Explanations
Also applies to Revised Section 508		

Guideline 3.3 Input Assistance

Help users avoid and correct mistakes.

Criterion	Conformance	Remarks & Explanations
3.3.1 Error Identification [Level A]		
If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. Also applies to Revised Section 508	Supports	The NDEP portal uses automatic error focusing and/or ARIA live regions to inform users about detected input errors.
3.3.2 Labels or Instructions [Level A]		
Labels or instructions are provided when content requires user input. Also applies to Revised Section 508	Supports	The NDEP portal uses standard HTML or ARIA markup to associate a text label with all input fields, buttons, and links.
3.3.3 Error Suggestion [Level AA]		
If an input error 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. Also applies to Revised Section 508	Supports	When possible, errors are automatically detected, and users are informed of these errors in an accessible manner.
3.3.4 Error Prevention (Legal, Financial, Data) [Level AA]		
For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: • *Reversible* • *Checked*	Supports	All financial transactions are checked and confirmed by the user.

Criterion	Conformance	Remarks & Explanations
• *Confirmed* Also applies to Revised Section 508		

Principle 4: Robust
Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Guideline 4.1 Compatible

Maximize compatibility with current and future user agents, including assistive technologies.

Criterion	Conformance	Remarks & Explanations
4.1.1 Parsing [Level A]		
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. Also applies to Revised Section 508	Supports	The NDEP portal strives to ensure that all markup is valid, and follows best practices whenever possible.
4.1.2 Name, Role, Value [Level A]		
For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies Also applies to Revised Section 508	Supports	The NDEP portal strives to ensure that the name, role and value of all user interface elements are available to assistive technologies via HTML or ARIA.

NUANCE

4.1.3 Status Messages [Level AA]		
In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. Does not apply to Revised Section 508	Supports	Status message are announced by the screen reader without receiving focus.

Functional Performance Criteria
This section applies to Chapter 3 of Section 508

.

Criterion	Conformance	Remarks & Explanations
302.1 Without Vision		
Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision..	Supports	The NDEP portal strives to ensure that all markup is valid, and follows best practices whenever possible.
302.2 With Limited Vision		
Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supports	The NDEP portal strives to ensure that the name, role and value of all user interface elements are available to assistive technologies via HTML or ARIA.
302.3 Without Perception of Color		
Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports	All elements that use color to provide information also provide the same information in a text format.

NUANCE

302.4 Without Hearing

Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	All alerts, chimes, and sounds can be turned off. Visual notifications are provided as an alternative.

302.5 With Limited Hearing

Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	All alerts, chimes, and sounds can be turned off. Visual notifications are provided as an alternative.

302.6 Without Speech

Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	No elements in the NDEP portal require the user of speech.

302.7 With Limited Manipulation

Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports	No elements in the NDEP portal require manipulation. All areas are accessible using the keyboard.

302.8 With Limited Reach and Strength

Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	No elements in the NDEP portal require manipulation. All areas are accessible using the keyboard.

302.9 With Limited Language, Cognitive, and Learning Abilities

ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	The NDEP portal uses common language principles.

NUANCE

Reference

WCAG (Web Content Accessibility Guidelines) https://www.w3.org/TR/WCAG21/

Section 508 (for government agencies) https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines