

Olark Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Olark Live Chat Box

Report Date: April 19, 2023

Product Description: Web-based embedded Live Chat box

Contact Information: Ben Congleton, accessibility@olark.com

Notes:

Evaluation Methods Used: Audit by Allyant, expert user testing by Fable, user testing, ongoing feedback from over 10,000 businesses, axecore testing suite.

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 / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No)

Standard/Guideline	Included In Report
	Level AAA (<u>Yes</u> / 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 be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x 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](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A)	Supports	Images are accompanied by alternative text by default
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)	N/A	
<u>1.2.2 Captions (Prerecorded)</u> (Level A)	N/A	
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)	N/A	
<u>1.3.1 Info and Relationships</u> (Level A)	Supports	Olark is primarily text based and supports keyboard navigation
<u>1.3.2 Meaningful Sequence</u> (Level A)	Supports	
<u>1.3.3 Sensory Characteristics</u> (Level A)	Supports	When icons are used as part of the interface they have alternative text
<u>1.4.1 Use of Color</u> (Level A)	Supports	Buttons or links with color also have text labels. Color is not required for sensemaking.
<u>1.4.2 Audio Control</u> (Level A)	N/A	
<u>2.1.1 Keyboard</u> (Level A)	Supports	All functionality is accessible using the keyboard
<u>2.1.2 No Keyboard Trap</u> (Level A)	Supports	
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)	N/A	
<u>2.2.1 Timing Adjustable</u> (Level A)	N/A	
<u>2.2.2 Pause, Stop, Hide</u> (Level A)	Supports	Conversation in Olark can be hidden and ended to prevent auto-update.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A)	N/A	
<u>2.4.1 Bypass Blocks</u> (Level A)	N/A	
<u>2.4.2 Page Titled</u> (Level A)	N/A	
<u>2.4.3 Focus Order</u> (Level A)	Supports	
<u>2.4.4 Link Purpose (In Context)</u> (Level A)	Supports	
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)	N/A	

Criteria	Conformance Level	Remarks and Explanations
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)	N/A	
<u>2.5.3 Label in Name</u> (Level A 2.1 only)	Supports	
<u>2.5.4 Motion Actuation</u> (Level A 2.1 only)	N/A	
<u>3.1.1 Language of Page</u> (Level A)	Supports	
<u>3.2.1 On Focus</u> (Level A)	Supports	
<u>3.2.2 On Input</u> (Level A)	Supports	
<u>3.3.1 Error Identification</u> (Level A)	Supports	
<u>3.3.2 Labels or Instructions</u> (Level A)	Supports	
<u>4.1.1 Parsing</u> (Level A)	Supports	
<u>4.1.2 Name, Role, Value</u> (Level A)	Supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA)	N/A	
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)	N/A	
<u>1.3.4 Orientation</u> (Level AA 2.1 only)	Supports	
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)	Supports	
<u>1.4.3 Contrast (Minimum)</u> (Level AA)	Supports	Colors used inside of Olark Chatbox default to high contrast and can be customized
<u>1.4.4 Resize text</u> (Level AA)	Supports	
<u>1.4.5 Images of Text</u> (Level AA)	Supports	
<u>1.4.10 Reflow</u> (Level AA 2.1 only)	Supports	
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)	Supports	
<u>1.4.12 Text Spacing</u> (Level AA 2.1 only)	Supports	To limit the amount of screen space used by by the chatbox, by default we condense
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)	N/A	

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.5 Multiple Ways</u> (Level AA)	Supports	
<u>2.4.6 Headings and Labels</u> (Level AA)	Supports	
<u>2.4.7 Focus Visible</u> (Level AA)	Supports	
<u>3.1.2 Language of Parts</u> (Level AA)	Supports	
<u>3.2.3 Consistent Navigation</u> (Level AA)	Supports	
<u>3.2.4 Consistent Identification</u> (Level AA)	Supports	
<u>3.3.3 Error Suggestion</u> (Level AA)	Supports	
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)	N/A	
<u>4.1.3 Status Messages</u> (Level AA 2.1 only)	Supports	ARIA labels are used on status messages.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA)	N/A	
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA)	N/A	
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA)	N/A	
<u>1.2.9 Audio-only (Live)</u> (Level AAA)	N/A	
<u>1.3.6 Identify Purpose</u> (Level AAA 2.1 only)	Supports	
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA)	Supports	
<u>1.4.7 Low or No Background Audio</u> (Level AAA)	N/A	
<u>1.4.8 Visual Presentation</u> (Level AAA)	Partially Supports	
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA)	Supports	
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA)	Supports	
<u>2.2.3 No Timing</u> (Level AAA)	Partially Supports	Delays between chat messages of over 15 minutes may cause the session to time out
<u>2.2.4 Interruptions</u> (Level AAA)	Partially Supports	
<u>2.2.5 Re-authenticating</u> (Level AAA)	N/A	

Criteria	Conformance Level	Remarks and Explanations
2.2.6 Timeouts (Level AAA 2.1 only)	Does not support	Olark session currently time out in under 20 hours.
2.3.2 Three Flashes (Level AAA)	Supports	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Does not support	Animations do not have specific media queries to disable them.
2.4.8 Location (Level AAA)	N/A	
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	
2.4.10 Section Headings (Level AAA)	Supports	
2.5.5 Target Size (Level AAA 2.1 only)	Partially Supports	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Supports	
3.1.3 Unusual Words (Level AAA)	Supports	
3.1.4 Abbreviations (Level AAA)	Supports	
3.1.5 Reading Level (Level AAA)	Supports	
3.1.6 Pronunciation (Level AAA)	Supports	
3.2.5 Change on Request (Level AAA)	Supports	
3.3.5 Help (Level AAA)	Supports	
3.3.6 Error Prevention (All) (Level AAA)	Supports	

Legal Disclaimer

Note: This document is provided for information purposes only and the contents hereof are subject to change without notice. Olark does not warrant that this document is error free, nor does it provide any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. Olark specifically disclaims any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. Olark further makes no representation concerning the ability of assistive technologies or other products to interoperate with Olark products.