

Pegasystems – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Pega Customer Service '23 – Constellation UI v23.1

Report Date: October 2023

Product Description: Pega’s enterprise service application, Pega Customer Service, helps your business anticipate customer needs, connect systems and people, and simplify service delivery. By using Pega, service organizations are able to deliver consistent interactions across every channel, help employees work smarter and faster, and respond rapidly to new business opportunities.

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Notes: None

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA standards. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- JAWS2022/Chrome
- Dragon NaturallySpeaking 15

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

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.x 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	The product ensures that non-text content presented to the user has a text alternative that serves the equivalent purpose.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)	Supports	The product does not contain prerecorded audio-only or video-only media.
<u>1.2.2 Captions (Prerecorded)</u> (Level A)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Partially Supports	<p>In most instances, the product ensures that information, structure, and relationships conveyed through visual presentation can also be determined programmatically or are available in text. Exceptions include:</p> <ul style="list-style-type: none"> • Multiple pages identify required fields using asterisks that are “pseudo elements” instead of text-based and as such are not consistently conveyed to screen readers. • A few pages contain content that use list markup unnecessarily. • A few pages contain headings whose markup does not match the visual level on the page.
1.3.2 Meaningful Sequence (Level A)	Supports	<p>The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.</p>
1.3.3 Sensory Characteristics (Level A)	Supports	<p>The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Supports	The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
1.4.2 Audio Control (Level A)	Supports	The product does not contain media with audio that plays automatically.
2.1.1 Keyboard (Level A)	Partially Supports	<p>Most interactive content and functionality within the product is accessible and operable using a keyboard or keyboard emulator. Exceptions include:</p> <ul style="list-style-type: none"> • The Add a Task modal contains drag/drop functionality that cannot be operated using a keyboard. • The radio buttons on the Verify Customer page cannot be navigated to or operated using a keyboard. • The View Data buttons for charts on the Analytics Dashboard use title elements to provide text labels, which are not consistently available to keyboard users.
2.1.2 No Keyboard Trap (Level A)	Supports	Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The product does not use character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)	Supports	The product does not contain time-limited or time-dependent content.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The product does not contain content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	The product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages.
2.4.2 Page Titled (Level A)	Supports	Pages of the product provide titles that adequately describe their topic or purpose.
2.4.3 Focus Order (Level A)	Partially Supports	<p>In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include:</p> <ul style="list-style-type: none"> • The Analytics Dashboard page launches modal dialogs that when closed do not return focus to the triggering element. • A few pages contain controls that update page content, but focus does not move to the new content.

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.4 Link Purpose (In Context)</u> (Level A)	Supports	The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)	Supports	The product does not require multipoint or path-based gestures for operation.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)	Supports	The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.
<u>2.5.3 Label in Name</u> (Level A 2.1 only)	Supports	The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
<u>2.5.4 Motion Actuation</u> (Level A 2.1 only)	Supports	The product does not contain functionality that requires device motion or user motion.
<u>3.1.1 Language of Page</u> (Level A)	Supports	The product ensures that the default human language used on each page can be programmatically determined.
<u>3.2.1 On Focus</u> (Level A)	Supports	The product ensures that interactive components do not initiate a change of context when receiving focus.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Supports	The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.
3.3.1 Error Identification (Level A)	Partially Supports	In some instances, where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text. Exceptions include: <ul style="list-style-type: none"> Multiple pages contain form fields that present submission errors that do not identify the field in error.
3.3.2 Labels or Instructions (Level A)	Partially Supports	In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: <ul style="list-style-type: none"> A few pages contain forms that use asterisks to identify required fields but do not provide instructions indicating this.
4.1.1 Parsing (Level A)	Supports	The product ensures that elements have complete start and end tags, do not contain duplicate attributes, that IDs are unique, and that elements are nested according to their specifications.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Supports	The product ensures that user interface components have name, role, state, and value information that can be programmatically determined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	The product does not contain any live synchronized media that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Supports	The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: <ul style="list-style-type: none"> The Analytics Dashboard contains summary interactions numbers that are presented as green text against a white background, giving a contrast ratio of 3.5:1.
1.4.4 Resize text (Level AA)	Supports	The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Supports	Except for logos, the product uses text instead of images of text for visual presentation.
1.4.10 Reflow (Level AA 2.1 only)	Supports	The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: <ul style="list-style-type: none"> A few pages present focus indicators that do not provide sufficient contrast against their adjacent backgrounds.
1.4.12 Text Spacing (Level AA 2.1 only)	Partially Supports	In most instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include: <ul style="list-style-type: none"> The labels for the chart legend and bars on the Work Volume by Status chart are partially cut off when custom text spacing is applied.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	The product ensures that content triggered by hover or focus becomes and remains visible while triggered, and is dismissed when hover or focus is removed.
2.4.5 Multiple Ways (Level AA)	Supports	The product provides multiple ways to navigate through pages in the product except where pages are sequential steps in a process.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Partially Supports	In most instances, the headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated. Exceptions include: <ul style="list-style-type: none"> The Actions buttons on the Customer Accounts View page contain the same accessible name but perform different actions.
2.4.7 Focus Visible (Level AA)	Supports	The product provides a visible indication of keyboard focus for elements on each page.
3.1.2 Language of Parts (Level AA)	Supports	Pages of the product present content in a single language.
3.2.3 Consistent Navigation (Level AA)	Supports	The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification (Level AA)	Supports	The product ensures that components with the same functionality are identified consistently across pages of the product.
3.3.3 Error Suggestion (Level AA)	Supports	Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The product does not cause legal commitments, process financial transactions, or modify or delete user-controllable data.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	When status messages appear, the product automatically provides those messages to assistive technology without requiring focus.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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