<p style="text-align:center">Pegasystems Accessibility Conformance Report
WCAG Edition
(Based on VPAT® Version 2.4Rev)</p>

Name of Product/Version: Customer Service 8.8

Report Date: December 2022

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: N/A

Evaluation Methods Used: Testing the Pegasystem Customer Service website involved a combination of manual and functional testing using assistive technology, such as a screen reader (JAWS 2022) and speed input software (Dragon® NaturallySpeaking 15.5), as well as exclusive use of the keyboard and manual inspection of code. Level Access also functionally tested six typical user flows with JAWS 2022 screen reader.

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VPAT® Version 2.4 (Revised) – March 2022

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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.
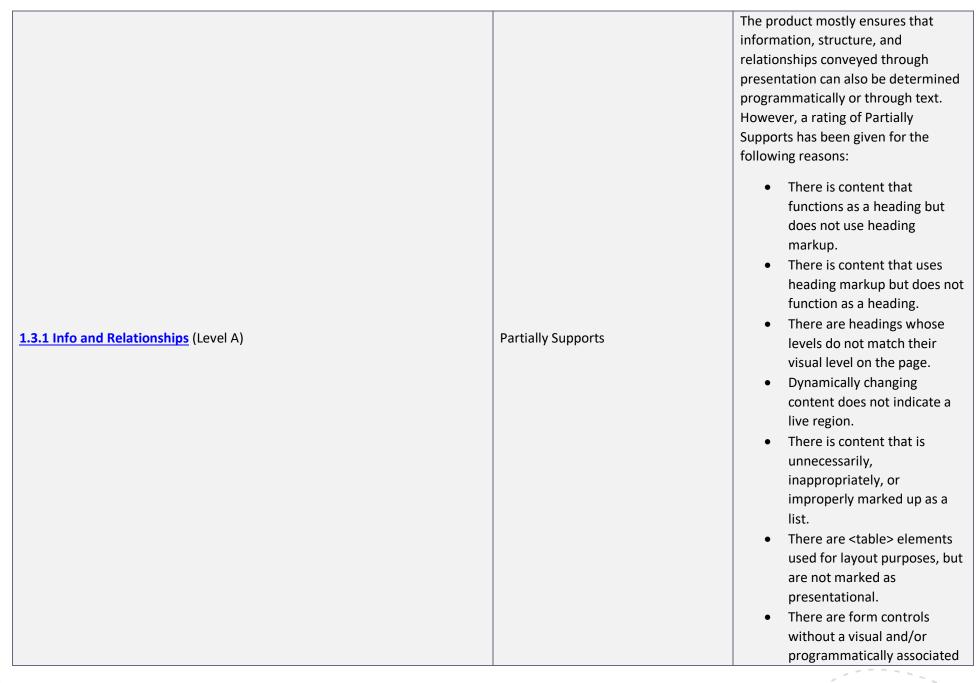
WCAG 2.x Report

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
1.1.1 Non-text Content (Level A)	Partially Supports	The product mostly provides text alternatives for non-text content. However, a rating of Partially Supports has been given for the following reasons: • There are some meaningful images and icons without a textual equivalent. • There are some decorative images with unnecessary textual equivalents. • There are image buttons without an accessible name.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	The product does not utilize prerecorded audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Supports	The product does not contain prerecorded synchronized media content that requires captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	The product does not contain prerecorded synchronized media content that requires audio descriptions.

1.3.1 Info and Relationships (Level A)	Partially Supports	The product mostly ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. However, a rating of Partially Supports has been given for the following reasons:

- There is content that functions as a heading but does not use heading markup.
- There is content that uses heading markup but does not function as a heading.
- There are headings whose levels do not match their visual level on the page.
- Dynamically changing content does not indicate a live region.
- There is content that is unnecessarily, inappropriately, or improperly marked up as a list.
- There are <table> elements used for layout purposes, but are not marked as presentational.
- There are form controls without a visual and/or programmatically associated

Criteria	Conformance Level	Remarks and Explanations
		label describing their purpose. • There are dialogs with inappropriate name or without appropriate name and/or role information. • There are empty table headers present in tables. • There are landmark elements used inappropriately.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	The programmatic reading order of the product mostly matches the visual and logical order. However, a rating of Partially Supports has been given for the following reason: • A non-modal dialog appears, but the focus does not move to the first interactive element present in the dialog.
1.3.3 Sensory Characteristics (Level A)	Supports	Any instructions provided do not rely solely on sensory characteristics.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Partially Supports	The product mostly does not use color as the sole means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. However, a rating of Partially Supports has been given for the following reason: • Color alone is used to indicate whether a link is the current page.
1.4.2 Audio Control (Level A)	Supports	The product does not contain audio that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Partially Supports	Functionality in the product is mostly operable through a keyboard interface without requiring specific timings for individual keystrokes. However, a rating of Partially Supports has been given for the following reasons: • There are custom controls that cannot be navigated to and/or operated with the keyboard alone. • There are controls that use the title attribute as the sole means of communicating important information. • There are controls that use device-dependent event handlers. • There are inactive elements unnecessarily placed in the focus order.
2.1.2 No Keyboard Trap (Level A)	Supports	The product does not contain keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The product does not provide character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The product does not have content that is time limited or allows the user to turn off, adjust, or extend the time limit or the time limit is longer than 20 hours.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Supports	The product does not include elements which move, blink, scroll, or auto-update.
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 allows the user to bypass blocks or does not require a mechanism to skip past repetitive content.
2.4.2 Page Titled (Level A)	Does Not Support	The product pages sometimes contain titles that describe their purpose. However, a rating of Does Not Support has been given for the following reason: • Page titles insufficiently describe the pages' purpose.

Criteria	Conformance Level	Remarks and Explanations

2.4.3 Focus Order (Level A)	Partially Supports	The product's controls mostly receive focus in an order that preserves meaning and operability. However, a rating of Partially Supports has been given for the following reasons:
		
		• The focus is not always properly managed for dialogs:
		
		   – Focus does not always move into dialogs when they appear.
		   – Focus does not always remain in modal dialogs.
		   – Focus does not always return to the dialog's triggering element.
		
		• Focus sometimes moves to unexpected places on page load.

2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	The product's links are understandable within their context. However, a rating of Partially Supports has been given for the following reason: • There are links with identical accessible names that navigate to different locations or perform different actions.

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2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	The product does not require pointer gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	The product does not require pointer cancellation.
2.5.3 Label in Name (Level A 2.1 only)	Supports	For user interface components with labels that include text or images of text in the product, the name contains the text presented visually.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	There is no functionality in the product that can be operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The default human language of each Web page in the product can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	When user interface components receive focus in the product, it does not initiate a change of context.
3.2.2 On Input (Level A)	Supports	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.
3.3.1 Error Identification (Level A)	Supports	If an input error is automatically detected, the item that is in error is identified and described to the user in text.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Partially Supports	Labels or instructions are mostly provided when content requires user input. However, a rating of Partially Supports has been given for the following reasons: • There are form fields without persistent visual labels. • There is no text explaining that asterisks indicate required fields. • There is no indication to screen reader users which fields are required.
4.1.1 Parsing (Level A)	Partially Supports	The markup in the content is mostly well-formed. However, a rating of Partially Supports has been given for the following reasons: • There are data grid tables that are coded inappropriately. • There are elements nested in a way that is not permitted by the HTML specification. • There are IDs used on more than one element.

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4.1.2 Name, Role, Value (Level A)	Partially Supports	For some user interface components, 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. However, a rating of Partially Supports has been given for the following reasons: • There are controls with an insufficiently descriptive name. • There are controls without a programmatically associated label. • There are controls that are incorrectly associated with their label with aria-describedby instead of aria-labelledby. • There are form elements, dialogs, tooltips, and other controls without a name and/or role. • There are controls without necessary state information. • There are controls with inappropriate or invalid ARIA attributes.

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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 live synchronized media content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	The product does not contain synchronized media that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Content does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Partially Supports	Common user input fields mostly allow autocomplete with standard autocomplete notation to support personalization by communicating the purpose of the input field programmatically. However, a rating of Partially Supports has been given for the following reason: • There are comboboxes that are missing the aria-autocomplete="list" attribute.

Criteria	Conformance Level	Remarks and Explanations
[1.4.3 Contrast (Minimum)](#) (Level AA)	Partially Supports	The product provides sufficient contrast between text and backgrounds. However, a rating of Partially Supports has been given for the following reason: • There is text that does not provide sufficient contrast with its background. Examples include: − Orange (#FFA500, #FD6000, and #FFA500) text against white. (#FFFFFF) background. − Placeholder text in some input controls.
[1.4.4 Resize text](#) (Level AA)	Partially Supports	Text in the product can mostly be resized without assistive technology up to 200 percent without loss of content or functionality. However, a rating of Partially Supports has been given for the following reason: • There is content that overlaps or is cut off when viewing the page at 200% browser zoom and a 1280-pixel viewport width.
[1.4.5 Images of Text](#) (Level AA)	Supports	Text in the product is used to convey information rather than images of text.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	Content can mostly be presented without loss of information or functionality, or without requiring scrolling in two dimensions. However, a rating of Partially Supports has been given for the following reason: • There is content that disappears, overlaps, is cut off, or requires horizontal scrolling to view when the page has a viewport width of 320 CSS pixels

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	The visual presentation of non-text content across the product mostly has a contrast ratio of at least 3:1. However, a rating of Partially Supports has been given for the following reasons: • There are graphical objects essential for understanding content, e.g., progress bars, that have insufficient color contrast. • There are toggle switches, checkboxes, input fields, buttons, and other form controls and user interface components with insufficient color contrast. • There are focus indicators with insufficient color contrast.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	The product supports custom text spacing without loss of the content and functionality.

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Criteria	Conformance Level	Remarks and Explanations
[1.4.13 Content on Hover or Focus](#) (Level AA 2.1 only)	Partially Supports	Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the content is mostly dismissible, hoverable, and persistent. However, a rating of Partially Supports has been given for the following reason: • There are tooltips that disappear without user initiation.
[2.4.5 Multiple Ways](#) (Level AA)	Supports	The product provides multiple ways for users to locate the required content.
[2.4.6 Headings and Labels](#) (Level AA)	Partially Supports	The product's headings and labels are mostly provided and unique. However, a rating of Partially Supports has been given for the following reasons: • There are buttons that perform different actions but have the same accessible name. • There are controls with non-descriptive accessible names.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Partially Supports	Some keyboard operable user interface elements in the product have a mode of operation where the keyboard focus indicator is visible. However, a rating of Partially Supports has been given for the following reason: • There are interactive controls without a visible keyboard focus indicator.
3.1.2 Language of Parts (Level AA)	Supports	The human language of each passage or phrase in the content can be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages in the product occur in the same relative order each time they are repeated.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within a set of Web pages are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
[3.3.3 Error Suggestion](#) (Level AA)	Partially Supports	If an input error is automatically detected and suggestions for correction are known, then the suggestions are mostly provided to the user. However, a rating of Partially Supports has been given for the following reason: • There are controls in which an error icon displays without an error message.
[3.3.4 Error Prevention (Legal, Financial, Data)](#) (Level AA)	Supports	The product does not cause legal commitments or financial transactions to occur.
[4.1.3 Status Messages](#) (Level AA 2.1 only)	Partially Supports	Status messages can sometimes be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. However, a rating of Partially Supports has been given for the following reason: • There is a status message that appears on the Customer Account View when interacting with the "Engage; Take Your Time" control that is not communicated to screen reader users.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable

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