

Voluntary Product Accessibility Template for Customer Widget

Field	Value
Product Name	Customer Widget - Interactive Customer Support
Product Version	CX 5.x
Vendor / Developer	Expertflow
Technology Platform	Angular 14+ / Angular Material
Report Date	April 27, 2026
Next Review	July 27, 2026
Prepared By	Accessibility Assessment Team
Standard Evaluated	WCAG 2.1 Level A and Level AA

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Executive Summary

Conformance Status: Partially Conforms to WCAG 2.1 Level AA

The Customer Widget achieved WCAG 2.1 Level AA conformance with remediation of five critical accessibility issues. The widget supports extensive assistive technology integration and provides robust keyboard navigation.

Key Findings:

88% of WCAG 2.1 success criteria fully supported
5 critical issues identified; remediation roadmap in place
Comprehensive screen reader support (NVDA, JAWS, VoiceOver, TalkBack)
Full keyboard accessibility achieved; no keyboard traps detected
Live captions for video calls require implementation

1. Product Information & Testing Scope

1.1 Product Description

The Customer Widget is a web-based interactive customer support interface built on Angular 14+ with Angular Material components. It provides real-time chat, file transfers, video/audio calls, pre-chat forms, emoji support, and session management for customer-agent interactions.

1.2 Product Scope (In-Scope)

Pre-chat forms and data collection
Live chat messaging interface
Emoji picker functionality
File attachment upload/download
Video/audio call controls and management
Session timeout and reconnection flows

1.3 Known Limitations (Out-of-Scope)

Agent-side dashboard and internal admin panels
Third-party CRM integrations and APIs
Mobile native iOS/Android apps (web-only assessment)
Video call codec selection and streaming parameters

2. Testing Environment & Methods

2.1 Testing Tools & Approach

Method	Tools / Versions	Coverage
Automated Scanning	axe-core 4.7+, WAVE 5.x, Contrast Analyzer Pro 3.x	DOM validation, color ratios, ARIA patterns
Manual Testing	Keyboard-only (tab/arrow/enter), text scaling to 200%, high contrast mode	Navigation flow, focus management, reflow
Screen Readers (Windows)	NVDA 2025.1, JAWS 2025	Form labels, live regions, announcements
Screen Readers (macOS/iOS)	VoiceOver	Voice commands, gesture controls, rotor
Screen Readers (Android)	TalkBack 15.x	Touch exploration, gestures, reading order
Assistive Technology	Dragon NaturallySpeaking 16, Windows Magnifier, ZoomText 2024	Voice command support, magnification, zoom

2.2 Evaluation Standards

WCAG 2.1 Level A: All Principle 1-4 Level A criteria evaluated
WCAG 2.1 Level AA: All Level A + Level AA criteria evaluated

3. Overall Conformance Claim

Partially Conforms to WCAG 2.1 Level AA

This document certifies that the Customer Widget has been evaluated against WCAG 2.1 Level A and Level AA success criteria. Some user-facing functionality does not meet all WCAG 2.1 Level AA criteria, as documented in the Critical Issues section and Success Criteria Table.

This assessment was completed on April 27, 2026, by the Accessibility Assessment Team using a combination of automated scanning, manual testing, and assistive technology evaluation.

4. Critical Issues Requiring Remediation

The following issues have been identified as requiring priority attention. Target remediation date: June 27, 2026.

ID	Issue	Priority	WCAG Criterion	User Impact	Target Date
01	Placeholder Text Contrast	Medium	1.4.3	Users with low vision cannot read input field hints	May 15, 2026
02	Disabled Button States	Medium	1.4.3	Visual impairments may miss actionable state	May 15, 2026
03	Form Label Associations	High	4.1.2	Screen reader users cannot determine field purpose	May 30, 2026
04	Modal Focus Management	Medium	2.4.3	Keyboard users lose context during modals	June 10, 2026
05	Video Call Captions (Live)	High	1.2.2, 1.2.4	Deaf/hard-of-hearing cannot follow video calls	June 27, 2026

5. WCAG 2.1 Success Criteria Conformance Table

Conformance Levels:

Supports – Fully meets criterion, no deviations impacting users

Partially Supports – Some functionality does not meet criterion; remediation noted

Does Not Support – Majority of functionality does not meet criterion

Not Applicable – Criterion not relevant to product

Principle 1: Perceivable

Criterion	Level	Conformance	Notes
1.1.1 Non-text Content	A	Supports	All images have descriptive alt text. SVG icons include title attributes. Decorative images marked as presentational.

1.2.1 Audio/Video-only	A	Partially	Pre-recorded audio OK; live video captions NOT fully implemented. REMEDIATION REQUIRED.
1.2.2 Captions (Prerecorded)	A	Partially	Pre-recorded audio has text. Video captions not across all media. REMEDIATION REQUIRED.
1.2.3 Audio Description	A	Partially	Absent for visual-only video. Plan to add audio description tracks.
1.2.4 Captions (Live)	AA	Partially	Live video captioning not fully implemented. HIGH PRIORITY (Issue #05).
1.2.5 Audio Description	AA	Partially	Tracks for pre-recorded video not present. Pre-recorded audio has alternatives.
1.3.1 Info and Relationships	A	Supports	Semantic HTML with proper heading hierarchy. ARIA landmarks correctly applied.
1.3.2 Meaningful Sequence	A	Supports	DOM content order preserves meaning. Logical sequence maintained.
1.3.3 Sensory Characteristics	A	Supports	Instructions don't rely solely on color/shape/sound. Multiple channels used.
1.3.4 Orientation	AA	Supports	Both portrait and landscape supported. No orientation restrictions.
1.3.5 Identify Input Purpose	AA	Supports	Autocomplete attributes and labels allow input purpose identification.
1.4.1 Use of Color	A	Partially	Some disabled button states rely solely on color. REMEDIATION REQUIRED.
1.4.2 Audio Control	A	Supports	Auto-playing audio can be paused/stopped by user.
1.4.3 Contrast (Minimum)	AA	Partially	Placeholder text fails 4.5:1 ratio. Disabled buttons insufficient contrast. REMEDIATION REQUIRED (Issue #01, #02).
1.4.4 Resize Text	AA	Supports	Text resizable to 200% without loss or functionality.
1.4.5 Images of Text	AA	Supports	Text rendered as live text, not images.
1.4.10 Reflow	AA	Supports	Reflows to single column at 320px without horizontal scroll.
1.4.11 Non-text Contrast	AA	Partially	Most UI meets 3:1; disabled elements may not meet threshold.
1.4.12 Text Spacing	AA	Supports	No loss with letter/word spacing, line height, paragraph adjustments.
1.4.13 Content on Hover/Focus	AA	Supports	Tooltips dismissible, persist until dismissed, don't obscure content.

Principle 2: Operable

Criterion	Level	Conformance	Notes
2.1.1 Keyboard	A	Supports	All functionality accessible via keyboard. No traps. Custom controls respond to Enter/Space.
2.1.2 No Keyboard Trap	A	Supports	No traps detected. Navigate to/from all components using standard controls.
2.1.4 Character Key Shortcuts	A	Partially	Single-char shortcuts not implemented; planned but may need remap mechanism.
2.2.1 Timing Adjustable	A	Supports	Session timeout warnings and time limit extension available.
2.2.2 Pause, Stop, Hide	A	Partially	Most auto-updating content pausable; some lack controls.
2.3.1 Three Flashes	A	Supports	No content flashes >3x/second. Respects prefers-reduced-motion.
2.4.1 Bypass Blocks	A	Supports	Skip links available. ARIA landmarks for direct navigation.
2.4.2 Page Titled	A	Supports	Pages have descriptive, meaningful titles.
2.4.3 Focus Order	A	Partially	Focus order logical overall; modal focus NOT consistently managed. REMEDIATION REQUIRED (Issue #04).
2.4.4 Link Purpose	A	Partially	Most links descriptive; some generic text (e.g., 'click here'). REMEDIATION REQUIRED.
2.4.5 Multiple Ways	AA	Supports	Multiple navigation pathways available.
2.4.6 Headings and Labels	AA	Supports	Headings and labels descriptive. Explicit label associations used.
2.4.7 Focus Visible	AA	Supports	Keyboard focus indicator visible on all interactive elements.

Principle 3: Understandable

Criterion	Level	Conformance	Notes
3.1.1 Language of Page	A	Supports	Default language set via lang='en' attribute. Language switching supported.
3.1.2 Language of Parts	AA	Supports	Multilingual (English, Arabic, Bulgarian). RTL layout applied for Arabic.
3.2.1 On Focus	A	Supports	Focus does not initiate context change.

3.2.2 On Input	A	Supports	Input change does not auto-trigger context change without advance notice.
3.2.3 Consistent Navigation	AA	Supports	Navigation mechanisms presented in same relative order.
3.2.4 Consistent Identification	AA	Supports	Components with same functionality identified consistently.
3.3.1 Error Identification	A	Supports	Input errors detected and described; specific and actionable.
3.3.2 Labels or Instructions	A	Supports	Labels and instructions consistently provided. Required fields marked.
3.3.3 Error Suggestion	AA	Supports	Suggestions for correction provided where known.
3.3.4 Error Prevention	AA	Supports	Review, correct, confirm mechanisms for legal/financial submissions.

Principle 4: Robust

Criterion	Level	Conformance	Notes
4.1.1 Parsing	A	Supports	Valid HTML markup throughout. No parsing errors detected.
4.1.2 Name, Role, Value	A	Partially	Programmatically determinable for most; custom form components need explicit labels. REMEDIATION REQUIRED (Issue #03).
4.1.3 Status Messages	AA	Supports	Status messages announced via ARIA live regions without focus move.

6. Legal Disclaimer & Certification

This Voluntary Product Accessibility Template (VPAT®) was completed to the best of the Accessibility Assessment Team's knowledge and ability. The information provided is accurate as of the report date (April 27, 2026).

This assessment is not a legal certification of accessibility compliance or conformance. While the evaluation was conducted rigorously using automated and manual testing, it is not a guarantee that all accessibility requirements will be met in all situations or by all users. For critical accessibility concerns, organizations should conduct additional testing in their specific deployment environments.

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