

# Pega Accessibility Conformance Report

## WCAG Edition

(Based on VPAT Version 2.5)



**Name of Product/Version:** Customer Service on Constellation design system v24.1

**Report Date:** November 2024

**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.

**Contact Information:** Accessibility@Pega.com

**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) 2.2 Conformance Level A and AA standards. Testing included third party audit by Level Access based on a representative sample to cover the components and functionality of user flows. Assistive technologies and tools used for testing included JAWS/Chrome, automated scanning tools, native Zoom controls and Developer tools.

### Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A Level AA Level AAA (Yes / 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 only be used in WCAG Level AAA criteria.

## 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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially supports	All non-text content is presented to user in an alternative way with the exception of the emoticon in chat interaction and an indication of column sort status when none
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially supports	Information, structure, and relationships conveyed through presentation can be programmatically determined with the following exceptions: <ul style="list-style-type: none"> <li>• Row headers are not marked in verify customer table</li> <li>• Live region not present for attach document, post/edit Pulse comment</li> <li>• List markup missing in dashboard legend</li> <li>• Fieldset for Add case form controls, graph legends, search including legend</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially supports	All interactive functionality is operable with keyboard with the exception of Verify customer pass/fail radio buttons (to be redesigned) and Add Case selected case picker
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially supports	Content updates and focus order appropriate with the exception of the following: <ul style="list-style-type: none"> <li>• After form submission with error goes to top</li> <li>• Phone panel: focus needs to return upon close to element</li> <li>• Add cases: need better focus order of options</li> <li>• On close of dialog should not bounce to the top</li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially supports	Valid labels are provided for all elements with the only exception of the column filter dialog in tables does not have a label
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	
<a href="#">4.1.1 Parsing</a> (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially supports	Most custom controls provide proper textual name, role and state with the exception of the following: <ul style="list-style-type: none"> <li>• Email controls within tabs</li> <li>• Add case checkbox role state</li> <li>• Knowledge article filter</li> <li>• Utilities suggested actions</li> <li>• Expand/collapse case summary</li> </ul>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Partially supports	Pages generally reflow without requiring two-dimensional scrolling without loss of content or functionality, which the following exceptions: <ul style="list-style-type: none"> <li>• Tablist</li> <li>• Table header names, row content, sort combobox</li> <li>• Application name</li> <li>• Dashboard chart names</li> </ul>
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Partially supports	Headings and labels are descriptive and unique with a couple exceptions, e.g., Copy URL, Expand icons
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Supports	
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Partially supports	Sufficient area for pointer targets is provided with the following exceptions: <ul style="list-style-type: none"> <li>• Table header actions</li> <li>• Customer radio buttons</li> <li>• Add case drag button</li> </ul>
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Partially supports	<p>Status messages can be determined programmatically without receiving focus with the following exceptions:</p> <ul style="list-style-type: none"> <li>• Select a customer results after search</li> <li>• Search/select cases in Add case widget</li> <li>• Setting default dashboard confirmation</li> <li>• Loading indicator in Explore data, Preview case</li> </ul>

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