

Customer Service Management Accessibility Conformance Report

International Edition

Based on VPAT® Version 2.4

Report Details

Field	Description
Name of Product	ServiceNow® Customer Service Management
Version	Washington DC
Report Date	April 4, 2024
Product Description	Resolve complex issues end-to-end. Proactively fix problems and drive action to solve common requests quickly and efficiently.
Contact Information	accessibility@servicenow.com
Notes	<ul style="list-style-type: none"> • This product is a web-only application. The information contained in this report only applies to this release of this application. • Accessibility conformance details for other ServiceNow products are covered in separate reports. See Accessibility Conformance Reports on the Product Documentation site. • Any customization of this application or the Now Platform may have an impact on the specifics in this report. • This version of the report replaces the Tokyo Customer Service Management version dated August 3, 2023.

Evaluation Methods Used

- This application was evaluated using the most recent versions of multiple browsers (Chrome, Safari, and Edge Chromium).
- Assistive technologies used in this evaluation included NVDA, JAWS, VoiceOver, TalkBack, and ZoomText. Additionally, the keyboard was used exclusively to navigate and operate the product content and functionality.
- The evaluation process used a combination of independent 3rd party assessments and automated checks, as well as human testing/evaluation of specific workflows.

This Accessibility Conformance Report is based on known conformance issues related to Customer Service Management. Other potential accessibility and usability issues may exist but are unknown at this time.

Applicable Standards/Guidelines

This report covers the degree of conformance to the following accessibility standards/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)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(Yes)

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

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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: Level A Success Criteria

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.1.1 (Web) 10.1.1.1 (Non-web document) 11.1.1.1.1 (Open Functionality Software) 11.1.1.1.2 (Closed Functionality Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Customer Service Management provides sufficient text alternatives for any instances of non-text content.

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.2.1 (Web) 10.1.2.1 (Non-web document) 11.1.2.1.1 (Open Functionality Software) 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Customer Service Management does not contain prerecorded audio-only or video-only media.

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Customer Service Management does not contain prerecorded synchronized media.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.2.3 (Web)</p> <p>10.1.2.3 (Non-web document)</p> <p>11.1.2.3.1 (Open Functionality Software)</p> <p>11.1.2.3.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Not Applicable</p>	<p>Customer Service Management does not contain prerecorded video content that would require audio description or a media alternative.</p>

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Visual structure and relationship information for Customer Service Management are provided through object information or are available in text.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.3.2 (Web)</p> <p>10.1.3.2 (Non-web document)</p> <p>11.1.3.2.1 (Open Functionality Software)</p> <p>11.1.3.2.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Content in Customer Service Management is presented in a meaningful sequence.</p>

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Instructions in Customer Service Management do not rely solely on sensory characteristics.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Customer Service Management site content and functionality do not convey information through color alone.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.4.2 (Web)</p> <p>10.1.4.2 (Non-web document)</p> <p>11.1.4.2 (Open Functionality Software)</p> <p>11.1.4.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Not Applicable</p>	<p>Customer Service Management does not contain audio that plays automatically.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.1.1 (Web)</p> <p>10.2.1.1 (Non-web document)</p> <p>11.2.1.1.1 (Open Functionality Software)</p> <p>11.2.1.1.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Customer Service Management functionality can be accessed and operated using a keyboard.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.1.2 (Web)</p> <p>10.2.1.2 (Non-web document)</p> <p>11.2.1.2 (Open Functionality Software)</p> <p>11.2.1.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Customer Service Management does not include any known keyboard traps.</p>
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.1.4 (Web)</p> <p>10.2.1.4 (Non-web document)</p> <p>11.2.1.4.1 (Open Functionality Software)</p> <p>11.2.1.4.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Customer Service Management does not use any single-key shortcuts, other than those restricted to a focused component.</p>

Criteria	Conformance Level	Remarks and Explanations
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Customer Service Management allows users to extend the session timeout as required.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.2.2 (Web)</p> <p>10.2.2.2 (Non-web document)</p> <p>11.2.2.2 (Open Functionality Software)</p> <p>11.2.2.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Customer Service Management does not include elements that move, blink, scroll, or auto-update.</p>

Criteria	Conformance Level	Remarks and Explanations
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Customer Service Management does not contain any flashing or strobing content.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.4.1 (Web)</p> <p>10.2.4.1 (Non-web document) – Does not apply</p> <p>11.2.4.1 (Open Functionality Software) – Does not apply</p> <p>11.2.4.1 (Closed Software) – Does not apply</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Supports</p>	<p>Pages in Customer Service Management use HTML5 landmark regions, which will allow screen readers to meet this requirement.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.4.2 (Web)</p> <p>10.2.4.2 (Non-web document)</p> <p>11.2.4.2 (Open Functionality Software) - Does not apply</p> <p>11.2.4.2 (Closed Software) – Does not apply</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Pages in Customer Service Management have appropriate page titles.</p>

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Components in Customer Service Management receive focus in a meaningful order.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.4.4 (Web)</p> <p>10.2.4.4 (Non-web document)</p> <p>11.2.4.4 (Open Functionality Software)</p> <p>11.2.4.4 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>The purpose of each link in Customer Service Management can be determined from the link text alone or from the programmatic context of the link.</p>
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.5.1 (Web)</p> <p>10.2.5.1 (Non-web document)</p> <p>11.2.5.1 (Open Functionality Software)</p> <p>11.2.5.1 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>In Customer Service Management, there is no functionality that uses multipoint or path-based gestures to operate.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.5.2 (Web)</p> <p>10.2.5.2 (Non-web document)</p> <p>11.2.5.2 (Open Functionality Software)</p> <p>11.2.5.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	Supports	In Customer Service Management, the down-event of the pointer is not used to execute any part of the function.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.5.3 (Web)</p> <p>10.2.5.3 (Non-web document)</p> <p>11.2.5.3.1 (Open Functionality Software)</p> <p>11.2.5.3.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	Supports	Visual labels of components within Customer Service Management match the text associated with the programmatic names.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.5.4 (Web)</p> <p>10.2.5.4 (Non-web document)</p> <p>11.2.5.4 (Open Functionality Software)</p> <p>11.2.5.4 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>In Customer Service Management, there is no functionality that can be operated by device motion or user motion.</p>
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.3.1.1 (Web)</p> <p>10.3.1.1 (Non-web document)</p> <p>11.3.1.1.1 (Open Functionality Software)</p> <p>11.3.1.1.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>The default language of each page in Customer Service Management is identified using the LANG attribute in the HTML element.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.3.2.1 (Web)</p> <p>10.3.2.1 (Non-web document)</p> <p>11.3.2.1 (Open Functionality Software)</p> <p>11.3.2.1 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Components in Customer Service Management do not initiate a change of context when in focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.3.2.2 (Web)</p> <p>10.3.2.2 (Non-web document)</p> <p>11.3.2.2 (Open Functionality Software)</p> <p>11.3.2.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<ul style="list-style-type: none">• In Customer Service Management, changes in context do not occur automatically on user input.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.3.3.1 (Web)</p> <p>10.3.3.1 (Non-web document)</p> <p>11.3.3.1.1 (Open Functionality Software)</p> <p>11.3.3.1.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Where errors are automatically detected in Customer Service Management, the error is identified and an error message is provided as text.</p>

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	A label is provided for each of Customer Service Management's input fields.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.4.1.1 (Web)</p> <p>10.4.1.1 (Non-web document)</p> <p>11.4.1.1.1 (Open Functionality Software)</p> <p>11.4.1.1.2 (Closed Software) – Does not apply</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Customer Service Management webpages use semantically correct markup for all interface elements and have complete start and end tags.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.4.1.2 (Web)</p> <p>10.4.1.2 (Non-web document)</p> <p>11.4.1.2.1 (Open Functionality Software)</p> <p>11.4.1.2.2 (Closed Software) – Not required</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>User interface components in Customer Service Management provide programmatic name, role, and/or state information.</p>

Table 2: Level AA Success Criteria

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Customer Service Management does not contain live synchronized media.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.2.5 (Web)</p> <p>10.1.2.5 (Non-web document)</p> <p>11.1.2.5 (Open Functionality Software)</p> <p>11.1.2.5 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Not Applicable</p>	<p>Customer Service Management does not contain prerecorded video content that would require audio description.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.3.4 (Web)</p> <p>10.1.3.4 (Non-web document)</p> <p>11.1.3.4 (Open Functionality Software)</p> <p>11.1.3.4 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Customer Service Management does not contain fixed orientation for page displays.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.3.5 (Web)</p> <p>10.1.3.5 (Non-web document)</p> <p>11.1.3.5.1 (Open Functionality Software)</p> <p>11.1.3.5.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	Supports	In Customer Service Management, the purpose of each specifically identified input field collecting information about the user can be programmatically determined.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.4.3 (Web)</p> <p>10.1.4.3 (Non-web document)</p> <p>11.1.4.3 (Open Functionality Software)</p> <p>11.1.4.3 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	Supports	Text in Customer Service Management meets minimum contrast requirements, including the text color on hover and focus states.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.4.4 (Web)</p> <p>10.1.4.4 (Non-web document)</p> <p>11.1.4.4.1 (Open Functionality Software)</p> <p>11.1.4.4.2 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Customer Service Management supports standard zoom capabilities built into modern web browsers and operating systems. Content can be increased up to 200 percent without loss of content or functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.4.5 (Web)</p> <p>10.1.4.5 (Non-web document)</p> <p>11.1.4.5.1 (Open Functionality Software)</p> <p>11.1.4.5.2 (Closed Software) – Does not apply</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Customer Service Management uses text instead of images of text.</p>
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.4.10 (Web)</p> <p>10.1.4.10 (Non-web document)</p> <p>11.1.4.10 (Open Functionality Software)</p> <p>11.1.4.10 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Customer Service Management content reflows at different screen widths without loss of information or functionality, and without requiring scrolling in two dimensions.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.4.11 (Web)</p> <p>10.1.4.11 (Non-web document)</p> <p>11.1.4.11 (Open Functionality Software)</p> <p>11.1.4.11 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	Supports	Components in Customer Service Management meet minimum contrast requirements, including the text color on hover and focus states.
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.4.12 (Web)</p> <p>10.1.4.12 (Non-web document)</p> <p>11.1.4.12 (Open Functionality Software)</p> <p>11.1.4.12 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	Supports	Customer Service Management allows text style adjustments to meet the minimum thresholds for text spacing.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.1.4.13 (Web)</p> <p>10.1.4.13 (Non-web document)</p> <p>11.1.4.13 (Open Functionality Software)</p> <p>11.1.4.13 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Customer Service Management allows hover content to be manually dismissed.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.4.5 (Web)</p> <p>10.2.4.5 (Non-web document) – Does not apply</p> <p>11.2.4.5 (Open Functionality Software) – Does not apply</p> <p>11.2.4.5 (Closed Software) – Does not apply</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Supports</p>	<p>Customer Service Management provides more than one way of finding content, including a navigation bar, and search.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.4.6 (Web)</p> <p>10.2.4.6 (Non-web document)</p> <p>11.2.4.6 (Open Functionality Software)</p> <p>11.2.4.6 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Customer Service Management uses meaningful semantic headings to label content blocks. Form input labels are associated with their inputs and provide a useful label to those inputs.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.2.4.7 (Web)</p> <p>10.2.4.7 (Non-web document)</p> <p>11.2.4.7 (Open Functionality Software)</p> <p>11.2.4.7 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Focusable elements in Customer Service Management have a visible keyboard focus indicator.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.3.1.2 (Web)</p> <p>10.3.1.2 (Non-web document)</p> <p>11.3.1.2 (Open Functionality Software) – Does not apply</p> <p>11.3.1.2 (Closed Software) – Does not apply</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Within Customer Service Management default webpages, the language of each portion of the page is programmatically determinable.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.3.2.3 (Web)</p> <p>10.3.2.3 (Non-web document) – Does not apply</p> <p>11.3.2.3 (Open Functionality Software) – Does not apply</p> <p>11.3.2.3 (Closed Software) – Does not apply</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Supports</p>	<p>Customer Service Management provides consistent and repeatable navigation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.3.2.4 (Web)</p> <p>10.3.2.4 (Non-web document) – Does not apply</p> <p>11.3.2.4 (Open Functionality Software) – Does not apply</p> <p>11.3.2.4 (Closed Software) – Does not apply</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Supports</p>	<p>Components that have the same functionality within Customer Service Management are identified consistently.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.3.3.3 (Web)</p> <p>10.3.3.3 (Non-web document)</p> <p>11.3.3.3 (Open Functionality Software)</p> <p>11.3.3.3 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>When an error is automatically detected within a native data entry form in Customer Service Management, the resulting error message provides suggestions for correction.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <p>9.3.3.4 (Web)</p> <p>10.3.3.4 (Non-web document)</p> <p>11.3.3.4 (Open Functionality Software)</p> <p>11.3.3.4 (Closed Software)</p> <p>11.8.2 (Authoring Tool)</p> <p>12.1.2 (Product Docs)</p> <p>12.2.4 (Support Docs)</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>No forms within Customer Service Management submit actions that cause legal commitments or financial transactions to occur, nor do any forms submit actions that modify or delete user-controllable data in the data storage system.</p>

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	In Customer Service Management, status messages can be programmatically determined through roles or properties so that they can be presented to the user by assistive technologies without receiving focus.

Table 3: Level AAA Success Criteria

Notes: Not Evaluated

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Customer Service Management is functional to screen reading technology.
302.2 With Limited Vision	Supports	Customer Service Management supports text and screen enlargement.
302.3 Without Perception of Color	Supports	There is nothing within Customer Service Management where color alone is being used to convey information.
302.4 Without Hearing	Supports	There is nothing within Customer Service Management that explicitly requires hearing.
302.5 With Limited Hearing	Supports	There is nothing within Customer Service Management that explicitly requires hearing.
302.6 Without Speech	Supports	There is nothing within Customer Service Management that explicitly requires speech.
302.7 With Limited Manipulation	Supports	Features and functions within Customer Service Management can be manipulated via the keyboard.
302.8 With Limited Reach and Strength	Supports	Features and functions within Customer Service Management can be manipulated via the keyboard.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Customer Service Management uses standard terms, which are understandable by users with limited language, cognitive, or learning abilities.

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section.
502 Interoperability with Assistive Technology	Heading cell – no response required	Does not apply to a web-only application.
503 Applications	Heading cell – no response required	Does not apply to a web-only application.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	See information in WCAG 2.x section.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Customer Service Management is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
504.2.2 PDF Export	Not Applicable	Customer Service Management is not an authoring tool.
504.3 Prompts	Not Applicable	Customer Service Management is not an authoring tool.
504.4 Templates	Not Applicable	Customer Service Management is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	<p>This report covers accessibility conformance for Customer Service Management and does not address Support Documentation or Support Services.</p> <p>For Product Documentation accessibility conformance, see the Product Documentation site ACR on the Accessibility Conformance Reports page of the Product Documentation site.</p>

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	This report covers accessibility conformance for Customer Service Management only and does not address Support Documentation or Support Services.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	This report covers accessibility conformance for Customer Service Management only and does not address Support Documentation or Support Services.
603.3 Accommodation of Communication Needs	Not Applicable	This report covers accessibility conformance for Customer Service Management only and does not address Support Documentation or Support Services.

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	Customer Service Management is functional to screen reading technology.
4.2.2 Usage with limited vision	Supports	Customer Service Management supports text and screen enlargement.
4.2.3 Usage without perception of color	Supports	There is nothing within Customer Service Management where color alone is being used to convey information.
4.2.4 Usage without hearing	Supports	There is nothing within Customer Service Management that explicitly requires hearing.
4.2.5 Usage with limited hearing	Supports	There is nothing within Customer Service Management that explicitly requires hearing.
4.2.6 Usage with no or limited vocal capability	Supports	There is nothing within Customer Service Management that explicitly requires speech.
4.2.7 Usage with limited manipulation or strength	Supports	Features and functions within Customer Service Management can be manipulated via the keyboard.

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage with limited reach	Supports	Features and functions within Customer Service Management can be manipulated via the keyboard.
4.2.9 Minimize photosensitive seizure triggers	Supports	There is nothing within Customer Service Management that would act as a photosensitive seizure trigger.
4.2.10 Usage with limited cognition, language, or learning	Supports	Customer Service Management uses standard terms, which are understandable by users with limited language, cognitive, or learning abilities.
4.2.11 Privacy	Supports	Customer Service Management has systems in place to protect the privacy of individual users.

Chapter 5: Generic Requirements

Notes: Not Applicable – There is no closed functionality in Customer Service Management.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable

Chapter 8: Hardware

Notes: Not Applicable

Chapter 9: Web (See WCAG 2.x section)

Notes:

Chapter 10: Non-Web Software

Notes: Not Applicable

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section.
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17.
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17.
11.5.2.3 Use of accessibility services	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.4 Assistive technology	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.5 Object information	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.6 Row, column, and headers	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.7 Values	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.8 Label relationships	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.9 Parent-child relationships	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.10 Text	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.11 List of available actions	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.12 Execution of available actions	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.14 Modification of focus and selection attributes	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.15 Change notification	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.16 Modifications of states and properties	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.5.2.17 Modifications of values and text	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
11.6.2 No disruption of accessibility features	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.7 User preferences	Not Applicable	Customer Service Management is a web-based application that relies on user-agent functionality.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	See information in WCAG 2.x section.
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Customer Service Management is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	Customer Service Management is not an authoring tool.
11.8.5 Templates	Not Applicable	Customer Service Management is not an authoring tool.

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Applicable	<p>This report covers accessibility conformance for Customer Service Management only and does not address Documentation or Support Services.</p> <p>For Product Documentation accessibility conformance, see the Product Documentation site ACR on the Accessibility Conformance Reports page of the Product Documentation site.</p>
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Applicable	<p>This report covers accessibility conformance for Customer Service Management only and does not address Documentation or Support Services.</p>
12.2.3 Effective communication	Not Applicable	<p>This report covers accessibility conformance for Customer Service Management only and does not address Documentation or Support Services.</p>

Criteria	Conformance Level	Remarks and Explanations
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

Legal Disclaimer (Company)

© 2024 ServiceNow, Inc. All rights reserved. The information contained in this document represents the current view of ServiceNow on the issues discussed as of the date of publication. ServiceNow regularly updates its documents and/or websites with newer information about the accessibility of products as that information becomes available. This document is not the Web Content Accessibility Guidelines (WCAG) and should not be used as a substitute for it. Excerpts of WCAG are referenced solely for purposes of detailing ServiceNow's conformance with the relevant provisions. Any modification or customization to the subject product may render some or all of this accessibility conformance report to become inapplicable. The contents of this document are provided "as is" and for informational purposes only.

Company Headquarters

2225 Lawson Lane
Santa Clara, CA 95054
United States
(408) 501-8550