

# Process Automation Designer Accessibility Conformance Report

International Edition

Based on VPAT® Version 2.5

## Report Details

| Field               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Name of Product     | ServiceNow® Process Automation Designer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Version             | Yokohama                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Report Date         | February 5, 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Product Description | Workflow Studio on the Now Platform offers low and no code solutions for building and managing automation. The playbook design environment (Process Automation Designer) in Workflow Studio offers a no code experience for building automated business processes.                                                                                                                                                                                                                                                             |
| Contact Information | <a href="mailto:accessibility@servicenow.com">accessibility@servicenow.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Notes               | <ul style="list-style-type: none"> <li>• This product is a web-only application. The information contained in this report only applies to this release of this application.</li> <li>• Accessibility conformance details for other ServiceNow products are covered in separate reports. See <a href="#">Accessibility Conformance Reports</a> on the Product Documentation site.</li> <li>• Any customization of this application or the ServiceNow AI Platform may have an impact on the specifics in this report.</li> </ul> |

## 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 3<sup>rd</sup> 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 Process Automation Designer. 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                                |
|----------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| <a href="#">Web Content Accessibility Guidelines 2.0</a>                                                 | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Web Content Accessibility Guidelines 2.1</a>                                                 | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Web Content Accessibility Guidelines 2.2</a>                                                 | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018</a> | (Yes)                                             |
| <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>   | (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 only be used in WCAG Level AAA criteria.

## 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: Success Criteria, Level A**

Notes:

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level      | Remarks and Explanations                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------------------------------------------------------------------------------------------------------------|
| <p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Process Automation Designer provides sufficient text alternatives for any instances of non-text content.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Conformance Level            | Remarks and Explanations                                                                        |
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| <p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Not Applicable</b></p> | <p>Process Automation Designer does not contain prerecorded audio-only or video-only media.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Conformance Level            | Remarks and Explanations                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-------------------------------------------------------------------------------------|
| <p><a href="#"><u>1.2.2 Captions (Prerecorded)</u></a><br/>(Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Not Applicable</b></p> | <p>Process Automation Designer does not contain prerecorded synchronized media.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Conformance Level            | Remarks and Explanations                                                                                                                   |
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| <p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Not Applicable</b></p> | <p>Process Automation Designer does not contain prerecorded video content that would require audio description or a media alternative.</p> |

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| <p><a href="#">1.3.1 Info and Relationships</a><br/>(Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Partially Supports</b></p> | <p>Visual structure and relationship information for Process Automation Designer are provided through object information or are available in text, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• There is an unlabeled button under the text "What are optional activities?" after switching search view modes.</li> <li>• The radio buttons "When process starts" and "After specific stages" do not have labels associated while in the "Playbook definition" step of the flow.</li> <li>• All categories are announced as a single string when tabbing past "Category Default: Common Activities."</li> <li>• The "Assignment group" and "Assigned to" labels are not associated with their form fields.</li> <li>• The "Incident record" label is not associated with its form field on the playbook definition step of the flow.</li> <li>• List items are incorrectly formatted and nested into lists when in the Add Activity dialog.</li> </ul> <p>Continued on the next page...</p> |
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| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Conformance Level      | Remarks and Explanations                                                                                                                                                                                                                                                                                                                    |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        | <p>Continued from the previous page.</p> <ul style="list-style-type: none"> <li>• The “Playbook preview” page does not have a heading level 1 present.</li> <li>• Certain aria roles do not contain children attributes in Playbook Preview page.</li> <li>• The "Trigger condition" label is not associated with its combo box.</li> </ul> |
| <p><a href="#">1.3.2 Meaningful Sequence</a><br/>(Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Content in Process Automation Designer is presented in a meaningful sequence.</p>                                                                                                                                                                                                                                                        |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level      | Remarks and Explanations                                                                              |
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| <p><a href="#"><u>1.3.3 Sensory Characteristics</u></a><br/>(Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Instructions in Process<br/>Automation Designer do not rely solely on sensory characteristics.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Conformance Level      | Remarks and Explanations                                                                                         |
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| <p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Process Automation Designer site content and functionality do not convey information through color alone.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Conformance Level      | Remarks and Explanations                                                            |
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| <p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Process Automation Designer does not contain audio that plays automatically.</p> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Does Not Support</b></p> | <p>Process Automation Designer functionality can be accessed and operated using a keyboard, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• On the “New playbook” tab, the tooltip is not accessible for the "Close" button.</li> <li>• The “Drag new connector,” "+" &amp; “Trigger required” button in the diagram view are not accessible.</li> <li>• The tooltip of the “Close” button is not accessible through the keyboard in the "Process Errors" dialog in Diagram View.</li> <li>• The “Schedule” button control on the new stage properties dialog gets truncated when pressing space key.</li> <li>• User is unable to go back to the previous section to change the value in the “Add activity” dialog in Playbook.</li> <li>• The entire pane is getting closed when item is selected under Associated Table field through keyboard.</li> <li>• Tooltip is not provided or accessible through keyboard for Close and carousal buttons in Add to a Process dialog.</li> </ul> <p>Continued on the next page...</p> |
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| Criteria | Conformance Level | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|          |                   | <p>Continued from the previous page.</p> <ul style="list-style-type: none"> <li>• Show additional options button is not accessible through keyboard in Confirm contact details properties dialog.</li> <li>• Delete button is not accessible or actionable through keyboard in Confirm contact details properties dialog.</li> <li>• Tooltip not appearing or accessible through keyboard for Assignment group and Assigned to Field in Automation tab of Contact details dialog.</li> <li>• On dragging the controls in Form fields and Record fields entire dialog is getting closed unexpectedly.</li> <li>• Records selected in the column dialog is not populated in UI layout tab under Configure activity pane.</li> <li>• Click to add button is not accessible in Columns and Record fields under UI layout tab for Intake optional activity.</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Conformance Level      | Remarks and Explanations                                                      |
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| <p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Process Automation Designer does not include any known keyboard traps.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level      | Remarks and Explanations                                                                                                      |
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| <p><a href="#">2.1.4 Character Key Shortcuts</a><br/>(Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Supports</b></p> | <p>Process Automation Designer does not use any single-key shortcuts, other than those restricted to a focused component.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Conformance Level      | Remarks and Explanations                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------|
| <p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Process Automation Designer allows users to extend the session timeout as required.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Conformance Level      | Remarks and Explanations                                                                               |
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| <p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Process Automation Designer does not include elements that move, blink, scroll, or auto-update.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Conformance Level      | Remarks and Explanations                                                              |
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| <p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Process Automation Designer does not contain any flashing or strobing content.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Conformance Level                | Remarks and Explanations                                                                                                                                                                                                                                                                         |
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| <p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | <p><b>Partially Supports</b></p> | <p>Pages in Process Automation Designer use HTML5 landmark regions, which will allow screen readers to meet this requirement, with the following exception:</p> <ul style="list-style-type: none"> <li>• The "Skip to main content" link is not provided on the Workflow Studio page.</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level      | Remarks and Explanations                                                  |
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| <p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Pages in Process Automation Designer have appropriate page titles.</p> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Does Not Support</b></p> | <p>Components in Process Automation Designer receive focus in a meaningful order, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• When JAWS users activate the view switches, the cursor focus does not move to the additional info.</li> <li>• The button to add stages receives cursor focus twice on the page after creating a playbook.</li> <li>• Keyboard focus gets lost after activating the done button in the “Additional Properties” dialog.</li> <li>• On activating the “Add stage” button, focus goes directly to the “Cancel” button of the new stage properties dialog.</li> <li>• Keyboard focus gets lost on activating the cancel button in the “New stage properties” dialog.</li> <li>• Keyboard focus is landing on the non-interactive control, and no action is getting performed in the add stage control.</li> <li>• Keyboard focus is moving out of the Add activity dialog in backward navigation when user presses Shift+ Tab key.</li> </ul> <p>Continued on next page...</p> |
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|  |  | <p>Continued from previous page.</p> <ul style="list-style-type: none"> <li>• Keyboard focus is moving to the “Add global Optional activity” after “Add activity from intake stage.”</li> <li>• Keyboard focus navigates to background controls when the “Test your process” dialog appears.</li> <li>• Keyboard focus is getting lost after the Skip button on the "Playbook Preview" page.</li> <li>• Keyboard focus is getting lost after the Skip button on the "Playbook Preview" page.</li> <li>• Keyboard focus navigates to background controls on activating the "Add activity" button in Playbook Preview page.</li> <li>• Keyboard focus is getting lost on pressing the Done button when selecting “Confirm contact details” and “Review incident list for duplicates.”</li> <li>• Keyboard focus lands on the "Additional properties" heading text in the dialog in diagram view.</li> <li>• The focus order is inconsistent in both forward and backward navigation when the Board view is selected in the created playbook.</li> </ul> <p>Continued on next page...</p> |
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|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|  |  | <p>Continued from previous page.</p> <ul style="list-style-type: none"><li>• Keyboard focus is getting lost after the “More action” menu button in the diagram view of the newly created playbook.</li><li>• Keyboard focus is lost on activating the “Delete stage” menu and the focus starts from top of the page.</li><li>• There are aria-hidden elements that are focusable or contain focusable elements.</li><li>• Keyboard focus lands on the entire top region after creating the playbook instead of landing on the Diagram view.</li><li>• Keyboard focus doesn't land on the placeholder field when the playbook is opened.</li><li>• Keyboard focus comes to the “New menu” button twice on the Home page Tab.</li><li>• Keyboard focus lands on the "Global Experience playbook" control twice and performs the same action in the "Test your Process" dialog.</li></ul> <p>Continued on next page...</p> |
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| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Conformance Level      | Remarks and Explanations                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                        | <p>Continued from previous page.</p> <ul style="list-style-type: none"> <li>Focus moves to hidden controls "Confirm contact details" &amp; "Activity actions" in the board view of the Playbook.</li> <li>Keyboard focus gets lost after the "More actions" menu button on the "Next stage of Board" view.</li> </ul> |
| <p><a href="#"><u>2.4.4 Link Purpose (In Context)</u></a><br/>(Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>The purpose of each link in Process Automation Designer can be determined from the link text alone or from the programmatic context of the link.</p>                                                                                                                                                               |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Conformance Level      | Remarks and Explanations                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Supports</b></p> | <p>In Process Automation Designer, there is no functionality that uses multipoint or path-based gestures to operate.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Conformance Level      | Remarks and Explanations                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Supports</b></p> | <p>In Process Automation Designer, the down-event of the pointer is not used to execute any part of the function.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level      | Remarks and Explanations                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Supports</b></p> | <p>Visual labels of components within Process Automation Designer match the text associated with the programmatic names.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Conformance Level      | Remarks and Explanations                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Supports</b></p> | <p>In Process Automation Designer, there is no functionality that can be operated by device motion or user motion.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level      | Remarks and Explanations                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>The default language of each page in Process Automation Designer is identified using the LANG attribute in the HTML element.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Conformance Level      | Remarks and Explanations                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------------------------------------------------------------------------------------------------|
| <p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Components in Process Automation Designer do not initiate a change of context when in focus.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Conformance Level      | Remarks and Explanations                                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>In Process Automation Designer, changes in context do not occur automatically on user input.</p>                                                      |
| <p><b>3.2.6 Consistent Help</b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><b>Supports</b></p> | <p>Process Automation Designer provides help mechanisms on all applicable pages to assist users in completing forms and other tasks requiring input.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Conformance Level      | Remarks and Explanations                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Where errors are automatically detected in Process Automation Designer, the error is identified, and an error message is provided as text.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Conformance Level                | Remarks and Explanations                                                                                                                                                                                                                                                                |
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| <p><b><u>3.3.2 Labels or Instructions</u></b><br/>(Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Partially Supports</b></p> | <p>A label is provided for each input field in Process Automation Designer, with the following exception:</p> <ul style="list-style-type: none"> <li>• The "Learn more opens in new window or tab" link is nondescriptive on the add stage page after building the playbook.</li> </ul> |
| <p><b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p><b>Supports</b></p>           | <p>In Process Automation Designer, fields are automatically populated when a user has previously entered this information during the same session.</p>                                                                                                                                  |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Conformance Level      | Remarks and Explanations                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>4.1.1 Parsing</b> (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, 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>.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Conformance Level                | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Partially Supports</b></p> | <p>User interface components in Process Automation Designer provide programmatic name, role, and/or state information, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• The elements in the "New" menu incorrectly have role of menu item.</li> <li>• "Diagram view" and "Board view" lack button roles on the first step of playbook creation.</li> <li>• The column headers for the stages are repeated twice.</li> <li>• The "Show additional options" does not announce it can be expanded or collapsed on the automation tab add additional activity of the automation tab.</li> <li>• The "Search for record" buttons are unlabeled.</li> <li>• There is an unlabeled combo box in the UI layout tab.</li> <li>• Unable to differentiate between the selected &amp; non-selected items in the "Add activity" dialog.</li> <li>• The button under "Publish this process to run when triggered" is unlabeled.</li> </ul> |

**Table 2: Success Criteria, Level AA**

Notes:

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Conformance Level            | Remarks and Explanations                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------------------------------------------------------|
| <p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Not Applicable</b></p> | <p>Process Automation Designer does not contain live synchronized media.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level            | Remarks and Explanations                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">1.2.5 Audio Description</a><br/>(Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> <li>• Revised Section 508</li> </ul> <p>501 (Web)(Software)</p> <ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Not Applicable</b></p> | <p>Process Automation Designer does not contain prerecorded video content that would require audio description.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Conformance Level      | Remarks and Explanations                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------------------------------------------------------------------------|
| <p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Supports</b></p> | <p>Process Automation Designer does not contain fixed orientation for page displays.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level      | Remarks and Explanations                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">1.3.5 Identify Input Purpose</a><br/>(Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Supports</b></p> | <p>In Process Automation Designer, the purpose of each specifically identified input field collecting information about the user can be programmatically determined.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Conformance Level                | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Partially Supports</b></p> | <p>Text in Process Automation Designer meets minimum contrast requirements, including the text color on hover and focus states, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• The color contrast for main navigation on Workflow Studio is below required threshold.</li> <li>• The contrast ratio for "End" text in diagram view of created playbook is below required threshold.</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Conformance Level                | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Partially Supports</b></p> | <p>Process Automation Designer 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, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• Cards, Add Activity &amp; controls are not adapting at 200% browser zoom.</li> <li>• Content of Playbook preview is not adapting at 200% browser zoom.</li> <li>• Add activities pane is not adapting in the diagram view page at 200% zoom.</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level      | Remarks and Explanations                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------|
| <p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Process Automation Designer uses text instead of images of text.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Conformance Level                | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Partially Supports</b></p> | <p>Process Automation Designer content reflows at different screen widths without loss of information or functionality and without requiring scrolling in two dimensions, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• New Tab controls, placeholder fields, &amp; controls under the dialog are not adapting at 400% browser zoom.</li> <li>• The UI controls Add activity, Add optional activity, Placeholder fields, and Cards are not visible or are truncated at 400% browser zoom in Board view of playbook.</li> <li>• Controls are getting truncated and overlapped in Test your Process dialog and not adapting at 400% browser zoom.</li> <li>• The content of Playbook preview is not adapting 400% browser zoom.</li> <li>• In the Diagram View stage, activities controls are not adapting at 400% browser zoom.</li> <li>• UI elements/controls under the Homepage tab are not adapting at 400% browser zoom.</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Conformance Level                | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Partially Supports</b></p> | <p>Components in Process Automation Designer meet minimum contrast requirements, including the text color on hover and focus states, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• The contrast ratio for non-selected Tab focus border is below required threshold.</li> <li>• The contrast ratio for the "Create" button "+" icon is below required threshold.</li> <li>• The contrast ratio of foreground with respect to background border for error for the instructional control is below required threshold.</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Conformance Level                | Remarks and Explanations                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Partially Supports</b></p> | <p>Process Automation Designer allows text style adjustments to meet the minimum thresholds for text spacing, with the following exception:</p> <ul style="list-style-type: none"> <li>• Text within the Diagram View is not adapting text spacing.</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level                | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Partially Supports</b></p> | <p>Process Automation Designer allows hover content to be manually dismissed, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• Additional content triggered "Playbook Stage actions " is not persistent through mouse over on the Playbook Preview page.</li> <li>• Triggered additional content is persistent in the Board view.</li> <li>• Additional content "Dismiss alert" is not persistent and dismissible when a Duplicate playbook is created.</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Conformance Level      | Remarks and Explanations                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | <p><b>Supports</b></p> | <p>Process Automation Designer provides more than one way of finding content, including a navigation bar and search.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level      | Remarks and Explanations                                                                                                                                                                     |
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| <p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Process Automation Designer 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><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Focusable elements in Process Automation Designer have a visible keyboard focus indicator.</p>                                                                                      |
| <p><a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                              | <p><b>Supports</b></p> | <p>In Process Automation Designer, the focus indicator is consistently displayed around interactive elements without being obscured by overlapping content or other UI components.</p> |
| <p><a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                                         | <p><b>Supports</b></p> | <p>In Process Automation Designer, any functionality that requires dragging can be completed using a single pointer action like clicking or tapping.</p>                               |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level      | Remarks and Explanations                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>2.5.8 Target Size (Minimum)</u></b><br/>(Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p><b>Supports</b></p> | <p>Process Automation Designer includes interactive elements such as buttons, icons, and links, that are designed with a minimum target size of 24 by 24 CSS pixels except in cases where this would conflict with design or content flow.</p> |
| <p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>Within Process Automation Designer default webpages, the language of each portion of the page is programmatically determinable.</p>                                                                                                         |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Conformance Level      | Remarks and Explanations                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------------------------------------------------------------------------------|
| <p><b><u>3.2.3 Consistent Navigation</u></b><br/>(Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | <p><b>Supports</b></p> | <p>Process Automation Designer provides consistent and repeatable navigation.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Conformance Level      | Remarks and Explanations                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------|
| <p><b><u>3.2.4 Consistent Identification</u></b><br/>(Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | <p><b>Supports</b></p> | <p>Components that have the same functionality within Process Automation Designer are identified consistently.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Conformance Level      | Remarks and Explanations                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p> | <p>When an error is automatically detected within a native data entry form in Process Automation Designer, the resulting error message provides suggestions for correction.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Conformance Level            | Remarks and Explanations                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p><b>Supports</b></p>       | <p>No forms within Process Automation Designer 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> |
| <p><b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p><b>Not Applicable</b></p> | <p>Process Automation Designer does not require cognitive testing during authentication processes.</p>                                                                                                                                      |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level                | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p><b>Partially Supports</b></p> | <p>In Process Automation Designer, 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, with the following exceptions:</p> <ul style="list-style-type: none"> <li>• There is no status message when building a playbook.</li> <li>• There is no status message that the test is in process.</li> </ul> |

**Table 3: Success Criteria, Level AAA**

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              | <b>Does Not Support</b>   | Process Automation Designer is not fully functional to screen reading technology.                           |
| 302.2 With Limited Vision         | <b>Partially Supports</b> | With some exceptions noted above, Process Automation Designer supports text and screen enlargement.         |
| 302.3 Without Perception of Color | <b>Supports</b>           | There is nothing within Process Automation Designer where color alone is being used to convey information.  |
| 302.4 Without Hearing             | <b>Supports</b>           | There is nothing within Process Automation Designer that explicitly requires hearing.                       |
| 302.5 With Limited Hearing        | <b>Supports</b>           | There is nothing within Process Automation Designer that explicitly requires hearing.                       |
| 302.6 Without Speech              | <b>Supports</b>           | There is nothing within Process Automation Designer that explicitly requires speech.                        |
| 302.7 With Limited Manipulation   | <b>Does Not Support</b>   | There is much functionality within Process Automation Designer that cannot be manipulated via the keyboard. |

| Criteria                                                       | Conformance Level         | Remarks and Explanations                                                                                                                                                                                              |
|----------------------------------------------------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 302.8 With Limited Reach and Strength                          | <b>Does Not Support</b>   | There is much functionality within Process Automation Designer that cannot be manipulated via the keyboard.                                                                                                           |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | <b>Partially Supports</b> | Certain terms and descriptions of features necessary for the use of Process Automation Designer use standard terms, which may not be 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 <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section       |
| <a href="#">502 Interoperability with Assistive Technology</a>                    | Heading cell – no response required  | Does not apply to a web-only application. |
| <a href="#">503 Applications</a>                                                  | Heading cell – no response required  | Does not apply to a web-only application. |
| <a href="#">504 Authoring Tools</a>                                               | Heading cell – no response required  | Heading cell – no response required       |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | See WCAG 2.x section                 | See information in WCAG 2.x section       |

| Criteria                                                                            | Conformance Level     | Remarks and Explanations                              |
|-------------------------------------------------------------------------------------|-----------------------|-------------------------------------------------------|
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | <b>Not Applicable</b> | Process Automation Designer is not an authoring tool. |
| 504.2.2 PDF Export                                                                  | <b>Not Applicable</b> | Process Automation Designer is not an authoring tool. |
| 504.3 Prompts                                                                       | <b>Not Applicable</b> | Process Automation Designer is not an authoring tool. |
| 504.4 Templates                                                                     | <b>Not Applicable</b> | Process Automation Designer 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                                                                                                          |
| <a href="#">602 Support Documentation</a>      | Heading cell – no response required  | Heading cell – no response required                                                                                                          |
| 602.2 Accessibility and Compatibility Features | <b>Not Applicable</b>                | This report covers accessibility conformance for Process Automation Designer and does not address Support Documentation or Support Services. |
| 602.3 Electronic Support Documentation         | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section                                                                                                          |

| Criteria                                                         | Conformance Level                   | Remarks and Explanations                                                                                                                          |
|------------------------------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 602.4 Alternate Formats for Non-Electronic Support Documentation | <b>Not Applicable</b>               | This report covers accessibility conformance for Process Automation Designer only and does not address Support Documentation or Support Services  |
| <a href="#"><u>603 Support Services</u></a>                      | Heading cell – no response required | Heading cell – no response required                                                                                                               |
| 603.2 Information on Accessibility and Compatibility Features    | <b>Not Applicable</b>               | This report covers accessibility conformance for Process Automation Designer only and does not address Support Documentation or Support Services. |
| 603.3 Accommodation of Communication Needs                       | <b>Not Applicable</b>               | This report covers accessibility conformance for Process Automation Designer 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 | <b>Does Not Support</b> | Process Automation Designer is not fully functional to screen reading technology. |

| Criteria                                          | Conformance Level         | Remarks and Explanations                                                                                    |
|---------------------------------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------|
| 4.2.2 Usage with limited vision                   | <b>Partially Supports</b> | With some exceptions noted above, Process Automation Designer supports text and screen enlargement.         |
| 4.2.3 Usage without perception of colour          | <b>Supports</b>           | There is nothing within Process Automation Designer where color alone is being used to convey information.  |
| 4.2.4 Usage without hearing                       | <b>Supports</b>           | There is nothing within Process Automation Designer that explicitly requires hearing.                       |
| 4.2.5 Usage with limited hearing                  | <b>Supports</b>           | There is nothing within Process Automation Designer that explicitly requires hearing.                       |
| 4.2.6 Usage with no or limited vocal capability   | <b>Supports</b>           | There is nothing within Process Automation Designer that explicitly requires speech.                        |
| 4.2.7 Usage with limited manipulation or strength | <b>Does Not Support</b>   | There is much functionality within Process Automation Designer that cannot be manipulated via the keyboard. |
| 4.2.8 Usage with limited reach                    | <b>Does Not Support</b>   | There is much functionality within Process Automation Designer that cannot be manipulated via the keyboard. |
| 4.2.9 Minimize photosensitive seizure triggers    | <b>Supports</b>           | There is nothing within Process Automation Designer that would act as a photosensitive seizure trigger.     |

| Criteria                                                  | Conformance Level         | Remarks and Explanations                                                                                                                                                                                              |
|-----------------------------------------------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.2.10 Usage with limited cognition, language or learning | <b>Partially Supports</b> | Certain terms and descriptions of features necessary for the use of Process Automation Designer use standard terms, which may not be understandable by users with limited language, cognitive, or learning abilities. |
| 4.2.11 Privacy                                            | <b>Supports</b>           | Process Automation Designer has systems in place to protect the privacy of individual users.                                                                                                                          |

## Chapter 5: [Generic Requirements](#)

Notes:

| Criteria                                          | Conformance Level                   | Remarks and Explanations                                        |
|---------------------------------------------------|-------------------------------------|-----------------------------------------------------------------|
| <b>5.1 Closed functionality</b>                   | Heading cell – no response required | Heading cell – no response required                             |
| <b>5.1.2 General</b>                              | Heading cell – no response required | Heading cell – no response required                             |
| <b>5.1.2.1 Closed functionality</b>               | See 5.2 through 13                  | See information in 5.2 through 13                               |
| <b>5.1.2.2 Assistive technology</b>               | See 5.1.3 through 5.1.6             | See information in 5.1.3 through 5.1.6                          |
| <b>5.1.3 Non-visual access</b>                    | Heading cell – no response required | Heading cell – no response required                             |
| 5.1.3.1 Audio output of visual information        | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.1.3.2 Auditory output delivery including speech | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |

| Criteria                                     | Conformance Level     | Remarks and Explanations                                        |
|----------------------------------------------|-----------------------|-----------------------------------------------------------------|
| 5.1.3.3 Auditory output correlation          | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.4 Speech output user control           | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.5 Speech output automatic interruption | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.6 Speech output for non-text content   | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.7 Speech output for video information  | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.8 Masked entry                         | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.9 Private access to personal data      | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.10 Non-interfering audio output        | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.11 Private listening volume            | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.12 Speaker volume                      | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.13 Volume reset                        | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.14 Spoken languages                    | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |
| 5.1.3.15 Non-visual error identification     | <b>Not Applicable</b> | Process Automation Designer does not have closed functionality. |

| Criteria                                                        | Conformance Level                   | Remarks and Explanations                                        |
|-----------------------------------------------------------------|-------------------------------------|-----------------------------------------------------------------|
| 5.1.3.16 Receipts, tickets, and transactional outputs           | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.1.4 Functionality closed to text enlargement                  | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.1.5 Visual output for auditory information                    | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| <b>5.1.6 Operation without keyboard interface</b>               | Heading cell – no response required | Heading cell – no response required                             |
| <b>5.1.6.1 Closed functionality</b>                             | See 5.1.3.1 through 5.1.3.16        | See information in 5.1.3.1 through 5.1.3.16                     |
| 5.1.6.2 Input focus                                             | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.1.7 Access without speech                                     | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.2 Activation of accessibility features                        | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.3 Biometrics                                                  | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.4 Preservation of accessibility information during conversion | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| <b>5.5 Operable parts</b>                                       | Heading cell – no response required | Heading cell – no response required                             |
| 5.5.1 Means of operation                                        | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.5.2 Operable parts discernibility                             | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |

| Criteria                              | Conformance Level                   | Remarks and Explanations                                        |
|---------------------------------------|-------------------------------------|-----------------------------------------------------------------|
| <b>5.6 Locking or toggle controls</b> | Heading cell – no response required | Heading cell – no response required                             |
| 5.6.1 Tactile or auditory status      | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.6.2 Visual status                   | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.7 Key repeat                        | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.8 Double-strike key acceptance      | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |
| 5.9 Simultaneous user actions         | <b>Not Applicable</b>               | Process Automation Designer does not have closed functionality. |

## **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 Documents](#)**

Notes:

| Criteria                      | Conformance Level                    | Remarks and Explanations                                                                     |
|-------------------------------|--------------------------------------|----------------------------------------------------------------------------------------------|
| 10.0 General (informative)    | Heading cell – no response required  | Heading cell – no response required                                                          |
| 10.1.1.1 through 10.4.1.3     | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section                                                          |
| 10.5 Caption positioning      | <b>Not Applicable</b>                | Process Automation Designer does not have non-web documents that contain synchronized media. |
| 10.6 Audio description timing | <b>Not Applicable</b>                | Process Automation Designer does not have non-web documents that contain synchronized media. |

## 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 <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section           |
| <b>11.5 Interoperability with assistive technology</b>                                      | Heading cell – no response required  | Heading cell – no response required           |
| <b>11.5.1 Closed functionality</b>                                                          | Heading cell – no response required  | Heading cell – no response required           |
| <b>11.5.2 Accessibility services</b>                                                        | 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 |

| Criteria                                                                   | Conformance Level                             | Remarks and Explanations                                                                        |
|----------------------------------------------------------------------------|-----------------------------------------------|-------------------------------------------------------------------------------------------------|
| 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                                     | See information in 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17                                                   |
| 11.5.2.4 Assistive technology                                              | <b>Not Applicable</b>                         | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.5 Object information                                                | <b>Not Applicable</b>                         | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.6 Row, column, and headers                                          | <b>Not Applicable</b>                         | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.7 Values                                                            | <b>Not Applicable</b>                         | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.8 Label relationships                                               | <b>Not Applicable</b>                         | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.9 Parent-child relationships                                        | <b>Not Applicable</b>                         | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.10 Text                                                             | <b>Not Applicable</b>                         | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.11 List of available actions                                        | <b>Not Applicable</b>                         | Process Automation Designer is a web-based application that relies on user-agent functionality. |

| Criteria                                                 | Conformance Level                   | Remarks and Explanations                                                                        |
|----------------------------------------------------------|-------------------------------------|-------------------------------------------------------------------------------------------------|
| 11.5.2.12 Execution of available actions                 | <b>Not Applicable</b>               | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.13 Tracking of focus and selection attributes     | <b>Not Applicable</b>               | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.14 Modification of focus and selection attributes | <b>Not Applicable</b>               | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.15 Change notification                            | <b>Not Applicable</b>               | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.16 Modifications of states and properties         | <b>Not Applicable</b>               | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.5.2.17 Modifications of values and text               | <b>Not Applicable</b>               | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| <b>11.6 Documented accessibility usage</b>               | Heading cell – no response required | Heading cell – no response required                                                             |
| 11.6.1 User control of accessibility features            | <b>Not Applicable</b>               | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.6.2 No disruption of accessibility features           | <b>Not Applicable</b>               | Process Automation Designer is a web-based application that relies on user-agent functionality. |
| 11.7 User preferences                                    | <b>Not Applicable</b>               | Process Automation Designer is a web-based application that relies on user-agent functionality. |

| Criteria                                                            | Conformance Level                   | Remarks and Explanations                              |
|---------------------------------------------------------------------|-------------------------------------|-------------------------------------------------------|
| <b>11.8 Authoring tools</b>                                         | Heading cell – no response required | Heading cell – no response required                   |
| <b>11.8.1 Content technology</b>                                    | Heading cell – no response required | Heading cell – no response required                   |
| 11.8.2 Accessible content creation                                  | <b>Not Applicable</b>               | See information in WCAG 2.x section                   |
| 11.8.3 Preservation of accessibility information in transformations | <b>Not Applicable</b>               | Process Automation Designer is not an authoring tool. |
| 11.8.4 Repair assistance                                            | <b>Not Applicable</b>               | Process Automation Designer is not an authoring tool. |
| 11.8.5 Templates                                                    | <b>Not Applicable</b>               | Process Automation Designer is not an authoring tool. |

## Chapter [12: Documentation and Support Services](#)

Notes:

| Criteria                                        | Conformance Level                    | Remarks and Explanations                                                                                                                  |
|-------------------------------------------------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <b>12.1 Product documentation</b>               | Heading cell – no response required  | Heading cell – no response required                                                                                                       |
| 12.1.1 Accessibility and compatibility features | <b>Not Applicable</b>                | This report covers accessibility conformance for Process Automation Designer only and does not address Documentation or Support Services. |
| 12.1.2 Accessible documentation                 | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section                                                                                                       |

| Criteria                                                       | Conformance Level                    | Remarks and Explanations                                                                                                                  |
|----------------------------------------------------------------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <b>12.2 Support Services</b>                                   | Heading cell – no response required  | Heading cell – no response required                                                                                                       |
| 12.2.2 Information on accessibility and compatibility features | <b>Not Applicable</b>                | This report covers accessibility conformance for Process Automation Designer only and does not address Documentation or Support Services. |
| 12.2.3 Effective communication                                 | <b>Not Applicable</b>                | This report covers accessibility conformance for Process Automation Designer only and does not address Documentation or Support Services. |
| 12.2.4 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section                                                                                                       |

## Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not applicable

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### Company Headquarters

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