

Olark Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Olark Live Chat Box

Report Date: 09/02/2020

Product Description: Web-based embedded Live Chat box.

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Notes: n/a

Evaluation Methods Used: Audit by Accessible 360, User Testing, ongoing user feedback from over 10,000 businesses, axecore testing suite.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.

- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanation
1.1.1 Non-text Content (Level A)	Supports	Images are accompanied by alternative text by default
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	N/A	This criteria does not apply to any Olark Chatbox functionality
1.2.2 Captions (Prerecorded) (Level A)	N/A	This criteria does not apply to any Olark Chatbox functionality
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	N/A	This criteria does not apply to any Olark Chatbox functionality
1.3.1 Info and Relationships (Level A)	Supports	Olark is primarily text based and support keyboard navigation.
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	When icons are used as part of the interface they have alternative text
1.4.1 Use of Color (Level A)	Supports	Buttons or links with color also have text labels. Color is not required for sensemaking
1.4.2 Audio Control (Level A)	N/A	This criteria does not apply to any Olark Chatbox functionality
2.1.1 Keyboard (Level A)	Supports	All functionality is accessible using the keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 only)	N/A	
2.2.1 Timing Adjustable (Level A)	N/A	
2.2.2 Pause, Stop, Hide (Level A)	Supports	Conversation in Olark can be hidden and ended to prevent auto-update.
2.3.1 Three Flashes or Below Threshold (Level A)	N/A	
2.4.1 Bypass Blocks (Level A)	N/A	
2.4.2 Page Titled (Level A)	N/A	This criteria does not apply to any Olark Chatbox functionality
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 only)	N/A	
2.5.2 Pointer Cancellation (Level A 2.1 only)	N/A	
2.5.3 Label in Name (Level A 2.1 only)	Supports	
2.5.4 Motion Actuation (Level A 2.1 only)	N/A	
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.3.1 Error Identification (Level A)	Supports	

3.3.2 Labels or Instructions (Level A)	Supports	
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	Supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanation
1.2.4 Captions (Live) (Level AA)	N/A	This criteria does not apply to any Olark Chatbox functionality
1.2.5 Audio Description (Prerecorded) (Level AA)	N/A	This criteria does not apply to any Olark Chatbox functionality
1.3.4 Orientation (Level AA 2.1 only)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Supports	Colors used inside of Olark Chatbox default to high contrast and can be customized
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 only)	Supports	
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	To limit the amount of screenspace used by the Olark chat widget, by default we condense
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	N/A	This criteria does not apply to any Olark Chatbox functionality
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Supports	
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	N/A	This criteria does not apply to any Olark Chatbox functionality
4.1.3 Status Messages (Level AA 2.1 only)	Supports	ARIA Labels are used on status messages.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanation
1.2.6 Sign Language (Prerecorded) (Level AAA)	N/A	This criteria does not apply to any Olark Chatbox functionality
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	N/A	This criteria does not apply to any Olark Chatbox functionality
1.2.8 Media Alternative (Prerecorded) (Level AAA)	N/A	This criteria does not apply to any Olark Chatbox functionality
1.2.9 Audio-only (Live) (Level AAA)	N/A	This criteria does not apply to any Olark Chatbox functionality
1.3.6 Identify Purpose (Level AAA 2.1 only)		
1.4.6 Contrast (Enhanced) (Level AAA)		
1.4.7 Low or No Background Audio (Level AAA)	N/A	This criteria does not apply to any Olark Chatbox functionality
1.4.8 Visual Presentation (Level AAA)		
1.4.9 Images of Text (No Exception) (Level AAA)	Supports	
2.1.3 Keyboard (No Exception) (Level AAA)	Supports	
2.2.3 No Timing (Level AAA)	Partially Supports	Delays between chat messages of over X minutes may cause the session to timeout.
2.2.4 Interruptions (Level AAA)	Partially Supports	
2.2.5 Re-authenticating (Level AAA)	N/A	This criteria does not apply to any Olark Chatbox functionality
2.2.6 Timeouts (Level AAA 2.1 only)	Does Not Support	Olark sessions currently time out in under 20 hours.
2.3.2 Three Flashes (Level AAA)	Supports	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Does Not Support	We have animations without specific media queries to disable them.
2.4.8 Location (Level AAA)	N/A	This criteria does not apply to any Olark Chatbox functionality
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	
2.4.10 Section Headings (Level AAA)	Supports	
2.5.5 Target Size (Level AAA 2.1 only)	Partially Supports	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Supports	

3.1.3 Unusual Words (Level AAA)	Supports	When adding unusual words the customer can link to a definition.
3.1.4 Abbreviations (Level AAA)	Supports	When adding an abbreviation the customer can link to a definition.
3.1.5 Reading Level (Level AAA)	Supports	All text is customizable by the institution
3.1.6 Pronunciation (Level AAA)	Supports	All text is customizable by the institution
3.2.5 Change on Request (Level AAA)	Supports	
3.3.5 Help (Level AAA)	Supports	
3.3.6 Error Prevention (All) (Level AAA)	Supports	Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.

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