# Salesforce Accessibility Conformance Report

**VPAT® (Voluntary Product Accessibility Template®) version 2.3**

<table>
<thead>
<tr>
<th>Name of Product/Version:</th>
<th>Salesforce Sales Cloud – High Velocity Sales Winter ‘20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Date:</td>
<td>October 2019</td>
</tr>
<tr>
<td><strong>Product Description:</strong></td>
<td>Salesforce High Velocity Sales is a streamlined solution tailored to inside sales teams (including sales development and business development reps) and designed to speed up the sales process. Bringing together many of Salesforce’s core technologies with new features, High Velocity Sales gives inside sales teams: Insights on how to prospect smarter and faster; Integrated tools to eliminate busywork and multiple logins; New levels of best-practice automation for scalable, repeatable success.</td>
</tr>
<tr>
<td>Contact information:</td>
<td><a href="mailto:accessibility@salesforce.com">accessibility@salesforce.com</a></td>
</tr>
<tr>
<td><strong>Notes:</strong></td>
<td>The scope of this VPAT includes features of the Salesforce Sales Cloud – High Velocity Sales. The High Velocity Sales features include Sales Cadences, Work Queues, Einstein Lead Score, and Email Integration. The LinkedIn Mail Sales Navigator feature is currently out of the scope of this VPAT along with other Sales Cloud features such as record home, detail pages, and list views for standard and custom objects, Notes, Tasks, Calendar, Events, People, Groups, Dashboards, Reports, and Campaigns. For more information, please visit Salesforce Product Accessibility Status at <a href="https://www.salesforce.com/company/legal/508_accessibility">https://www.salesforce.com/company/legal/508_accessibility</a></td>
</tr>
<tr>
<td>Evaluation Methods Used:</td>
<td>Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. The following operating system, browsers, toolsets, and screen readers used for evaluation: Windows 10, JAWS/Chrome, NVDA/Firefox, Manual Accessibility Testing, Keyboard testing with visual focus.</td>
</tr>
</tbody>
</table>
Applicable Standards/Guidelines

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

<table>
<thead>
<tr>
<th>Standard/Guideline</th>
<th>Included in Report</th>
</tr>
</thead>
</table>
| Web Content Accessibility Guidelines 2.0, at [http://www.w3.org/TR/2008/REC-WCAG20-20081211/](http://www.w3.org/TR/2008/REC-WCAG20-20081211/) | Level A (Yes)  
Level AA (Yes)  
Level AAA (No) |
| Web Content Accessibility Guidelines 2.1 at [https://www.w3.org/TR/WCAG21/](https://www.w3.org/TR/WCAG21/) | Level A (Yes)  
Level AA (Yes)  
Level AAA (No) |
| Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018 | Yes |
| EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at [http://mandate376.standards.eu/standard](http://mandate376.standards.eu/standard) | Yes |

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](https://www.w3.org/TR/UNDERSTANDING-WCAG20/).

Table 1: Success Criteria, Level A

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
</table>
| 1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria  
• 9.1.1.1 (Web)  
• 10.1.1.1 (Non-web document)  
• 11.1.1.1.1 (Open Functionality Software)  
• 11.1.1.1.2 (Closed Functionality Software)  
• 11.8.2 (Authoring Tool)  
• 12.1.2 (Product Docs)  
• 12.2.4 (Support Docs)  
Revised Section 508  
• 501 (Web)(Software)  
• 504.2 (Authoring Tool)  
• 602.3 (Support Docs) | Supports | The images provided within the Salesforce Sales Cloud - High Velocity Sales have a meaningful alternative (alt) text descriptions. Non-relevant or decorative images have null alt attributes or are inserted as a background image. The icon and text are contained in the same element.  
Form button controls have descriptive values, and form inputs have proper text labels. Salesforce Sales Cloud - High Velocity Sales does not use CAPTCHA for any content access. |
<table>
<thead>
<tr>
<th>Section</th>
<th>Level</th>
<th>Applies to</th>
<th>Not Applicable</th>
<th>Salesforce Sales Cloud - High Velocity Sales core features do not include prerecorded audio-only or video-only as a standard default functionality.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</td>
<td></td>
<td></td>
<td></td>
<td>Salesforce Sales Cloud - High Velocity Sales core features do not include prerecorded audio-only or video-only as a standard default functionality.</td>
</tr>
<tr>
<td>1.2.2 Captions (Prerecorded) (Level A)</td>
<td></td>
<td></td>
<td></td>
<td>Salesforce Sales Cloud - High Velocity Sales core features do not include prerecorded audio or video as a standard default functionality.</td>
</tr>
<tr>
<td>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</td>
<td></td>
<td></td>
<td></td>
<td>Salesforce Sales Cloud - High Velocity Sales core features do not include any audio description or time-based media alternative for any of the prerecorded video content provided as part of the standard website.</td>
</tr>
</tbody>
</table>
### 1.3.1 Info and Relationships (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.1.3.1 (Web)
  - 10.1.3.1 (Non-web document)
  - 11.1.3.1.1 (Open Functionality Software)
  - 11.1.3.1.2 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Partially Supports** Salesforce Sales Cloud - High Velocity Sales user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text. Headings and WAI-ARIA landmarks, identity, role, operation, and state are used to help convey the presentation to assistive technologies.

A descriptive text is used to indicate the various types of content and controls and the relationships between them. The form label elements are correctly associated and placed in-line for the form fields. The data tables with column and row headers are correctly identified (using the `<th>` and `scope= "col"` or "row" attributes).

However, there are a few exceptions:
- The tooltip provided over the information icon across the “Sales Cadence Builder” is not announced by the assistive technology.
- Some of the informative icons available within the “Sales Cadence Builder” contains an incorrect assistive value for assistive technology users.

### 1.3.2 Meaningful Sequence (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.1.3.2 (Web)
  - 10.1.3.2 (Non-web document)
  - 11.1.3.2.1 (Open Functionality Software)
  - 11.1.3.2.2 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Supports** Salesforce Sales Cloud - High Velocity Sales is developed in a meaningful and correct reading sequence that can be programmatically determined. As an example, inputs and labels are contained within the same division element and listed in the meaningful sequence.

### 1.3.3 Sensory Characteristics (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.1.3.3 (Web)
  - 10.1.3.3 (Non-web document)
  - 11.1.3.3 (Open Functionality Software)
  - 11.1.3.3 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Supports** All instructions for operating within Salesforce Sales Cloud - High Velocity Sales user interface are provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.
### 1.4.1 Use of Color (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.1.4.1 (Web)
  - 10.1.4.1 (Non-web document)
  - 11.1.4.1 (Open Functionality Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Partially Supports**

Salesforce Sales Cloud - High Velocity Sales does not use color alone to distinguish the importance of a visual element. The textual representation is used as the primary mechanism for conveying information. Menus and tabs use highlighting to indicate the current location. The WAI-ARIA role and selected state also communicate the proper information.

However, there is an exception:
- The “Call Results” current selection indication within the “Log a Call” dialog window is not announced as current or selected, which is highlighted by the blue background color.

### 1.4.2 Audio Control (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.1.4.2 (Web)
  - 10.1.4.2 (Non-web document)
  - 11.1.4.2 (Open Functionality Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Not Applicable**

Salesforce Sales Cloud - High Velocity Sales pages do not include audio or video content by default.

### 2.1.1 Keyboard (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.1.1 (Web)
  - 10.2.1.1 (Non-web document)
  - 11.2.1.1.1 (Open Functionality Software)
  - 11.2.1.1.2 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Partially Supports**

Salesforce Sales Cloud - High Velocity Sales supports standard keyboard navigation and input functions (pressing [Tab] to move between input fields, pressing the arrow keys to move between list items and pressing [Space] or [Enter] to make selections).

However, there are a few exceptions:
- Some of the interactive buttons and links available within the “Sales Cadence Builder” are not accessible with the keyboard.
- The “Call Script” and “Search Sales Cadence” menu options available within the “Sales Cadence Builder” are not accessible/reachable with the keyboard.
- The keyboard focus is not restricted within the “Preview” modal window.
- The empty cells within the “New Inbound Leads – Lead Score” grid column does not have a text that is visible to assistive technology but is reachable with the keyboard.
- The keyboard focus does not return properly from the “Einstein Scoring” dialog window within the “New Bound Leads” data grid to the appropriate location (link), which triggered the dialog.
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Applies to</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1.2</td>
<td>No Keyboard Trap (Level A)</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales core features support standard keyboard navigation and ensure that keyboard users cannot be trapped in a subset of content. The keyboard focus is not locked or trapped at any page element.</td>
</tr>
</tbody>
</table>

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.1.2 (Web)
  - 10.2.1.2 (Non-web document)
  - 11.2.1.2 (Open Functionality Software)
  - 11.2.1.2 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

| 2.1.4 | Character Key Shortcuts (Level A 2.1 only) | Not Applicable | Salesforce Sales Cloud - High Velocity Sales core features provide some keyboard shortcuts for the standard controls and content. The users are not allowed to turn off or reconfigure shortcuts that are made up of only character keys. |

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.1.4 (Web)
  - 10.2.1.4 (Non-web document)
  - 11.2.1.4.1 (Open Functionality Software)
  - 11.2.1.4.2 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

| 2.2.1 | Timing Adjustable (Level A) | Supports | Salesforce Sales Cloud - High Velocity Sales provides session time alerts and provides options to select additional time for continuing the login session. Other than this capability, there are no other features or functionalities that require any time limits. |

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.2.1 (Web)
  - 10.2.2.1 (Non-web document)
  - 11.2.2.1 (Open Functionality Software)
  - 11.2.2.1 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

| 2.3.1 | Three Flashes or Below Threshold (Level A) | Not Applicable | Salesforce Sales Cloud - High Velocity Sales does not contain any type of flashes or flashing objects. |

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.3.1 (Web)
  - 10.2.3.1 (Non-web document)
  - 11.2.3.1 (Open Functionality Software)
  - 11.2.3.1 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
<table>
<thead>
<tr>
<th>2.4.1 Bypass Blocks (Level A)</th>
<th>Partially Supports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td>Salesforce Sales Cloud - High Velocity Sales contains “Skip navigation” and “Skip to main content” links at the top of every page to bypass top header and navigation, respectively. The pages also contain marked headings and WAI-ARIA landmarks to help users rapidly navigate to the desired content.</td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td>However, there is an exception:</td>
</tr>
<tr>
<td>9.2.4.1 (Web)</td>
<td>• The “Sales Cadence Builder” and “Preview” modal contains iframe control that is missing with the title attribute.</td>
</tr>
<tr>
<td>10.2.4.1 (Non-web document)</td>
<td></td>
</tr>
<tr>
<td>11.2.4.1 (Open Functionality Software) – Does not apply</td>
<td></td>
</tr>
<tr>
<td>11.2.4.1 (Closed Software) – Does not apply</td>
<td></td>
</tr>
<tr>
<td>11.8.2 (Authoring Tool)</td>
<td></td>
</tr>
<tr>
<td>12.1.2 (Product Docs)</td>
<td></td>
</tr>
<tr>
<td>12.2.4 (Support Docs)</td>
<td></td>
</tr>
</tbody>
</table>

Revised Section 508
- 501 (Web)(Software) – Does not apply to non-web software
- 504.2 (Authoring Tool)
- 602.3 (Support Docs) – Does not apply to non-web docs

<table>
<thead>
<tr>
<th>2.4.2 Page Titled (Level A)</th>
<th>Supports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td>Salesforce Sales Cloud - High Velocity Sales pages contain meaningful and relevant page titles that indicate the topic or purpose of each page.</td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
</tr>
<tr>
<td>9.2.4.2 (Web)</td>
<td></td>
</tr>
<tr>
<td>10.2.4.2 (Non-web document)</td>
<td></td>
</tr>
<tr>
<td>11.2.4.2 (Open Functionality Software) - Does not apply</td>
<td></td>
</tr>
<tr>
<td>11.2.4.2 (Closed Software) – Does not apply</td>
<td></td>
</tr>
<tr>
<td>11.8.2 (Authoring Tool)</td>
<td></td>
</tr>
<tr>
<td>12.1.2 (Product Docs)</td>
<td></td>
</tr>
<tr>
<td>12.2.4 (Support Docs)</td>
<td></td>
</tr>
</tbody>
</table>

Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

<table>
<thead>
<tr>
<th>2.4.3 Focus Order (Level A)</th>
<th>Supports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td>Salesforce Sales Cloud - High Velocity Sales user interface and controls are navigated sequentially by tabbing through the various inputs &amp; labels. The user controls receive keyboard focus in the same tab order in which they are presented visually.</td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td>Salesforce Sales Cloud - High Velocity Sales uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.</td>
</tr>
<tr>
<td>9.2.4.3 (Web)</td>
<td></td>
</tr>
<tr>
<td>10.2.4.3 (Non-web document)</td>
<td></td>
</tr>
<tr>
<td>11.2.4.3 (Open Functionality Software)</td>
<td></td>
</tr>
<tr>
<td>11.2.4.3 (Closed Software)</td>
<td></td>
</tr>
<tr>
<td>11.8.2 (Authoring Tool)</td>
<td></td>
</tr>
<tr>
<td>12.1.2 (Product Docs)</td>
<td></td>
</tr>
<tr>
<td>12.2.4 (Support Docs)</td>
<td></td>
</tr>
</tbody>
</table>

Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)
### 2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
- EN 301 549 Criteria
  - 9.2.4.4 (Web)
  - 10.2.4.4 (Non-web document)
  - 11.2.4.4 (Open Functionality Software)
  - 11.2.4.4 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)
Revised Section 508
  - 501 (Web)(Software)
  - 504.2 (Authoring Tool)
  - 602.3 (Support Docs)
Supports
Link elements within Salesforce Sales Cloud - High Velocity Sales provide a purpose both through the link text itself and the title attribute, even when read out of context.

### 2.5.1 Pointer Gestures (Level A 2.1 only)
Also applies to:
- EN 301 549 Criteria
  - 9.2.5.1 (Web)
  - 10.2.5.1 (Non-web document)
  - 11.2.5.1 (Open Functionality Software)
  - 11.2.5.1 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
Supports
Salesforce Sales Cloud - High Velocity Sales can be operated with a single pointer without multipoint or path-based gestures for an operation.

### 2.5.2 Pointer Cancellation (Level A 2.1 only)
Also applies to:
- EN 301 549 Criteria
  - 9.2.5.2 (Web)
  - 10.2.5.2 (Non-web document)
  - 11.2.5.2 (Open Functionality Software)
  - 11.2.5.2 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
Supports
Salesforce Sales Cloud - High Velocity Sales does not have any functionality that can be operated or executed using a single pointer cancellation.

### 2.5.3 Label in Name (Level A 2.1 only)
Also applies to:
- EN 301 549 Criteria
  - 9.2.5.3 (Web)
  - 10.2.5.3 (Non-web document)
  - 11.2.5.3 (Open Functionality Software)
  - 11.2.5.3 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
Supports
Salesforce Sales Cloud - High Velocity Sales user interface have labels that include text or images of text that are visually presented with the name of the text.
<table>
<thead>
<tr>
<th>Section</th>
<th>Level</th>
<th>Applies to</th>
<th>Relevance</th>
<th>Description</th>
</tr>
</thead>
</table>
| 2.5.4 Motion Actuation | Level A 2.1 only | EN 301 549 Criteria  
- 9.2.5.4 (Web)  
- 10.2.5.4 (Non-web document)  
- 11.2.5.4 (Open Functionality Software)  
- 11.2.5.4 (Closed Software)  
- 11.8.2 (Authoring Tool)  
- 12.1.2 (Product Docs)  
- 12.2.4 (Support Docs) | Not Applicable | Salesforce Sales Cloud - High Velocity Sales does not contain functionality that can be operated via device motion or user motion. |
| 3.1.1 Language of Page | Level A | EN 301 549 Criteria  
- 9.2.27 (Web)  
- 10.2.27 (non-web document)  
- 11.2.1.27 (Software)  
- 11.2.2.27 (Closed Software)  
- 11.6.2 (Authoring Tool)  
- 12.1.2 (Product Docs)  
- 12.2.4 (Support Docs) | Partially Supports | The default language of the page is specified or set on the HTML tag for most of the pages in the Salesforce Sales Cloud - High Velocity Sales pages. However, there is an exception:  
- Document language is not available within the “Preview” modal iframe. |
| 3.2.1 On Focus | Level A | EN 301 549 Criteria  
- 9.2.29 (Web)  
- 10.2.29 (non-web document)  
- 11.2.1.29 (Software)  
- 11.2.2.29 (Closed Software) – Does not apply  
- 11.6.2 (Authoring Tool)  
- 12.1.2 (Product Docs)  
- 12.2.4 (Support Docs) | Supports | There is no context change within the Salesforce Sales Cloud - High Velocity Sales user interface when a component receives focus. |
| 3.2.2 On Input | Level A | EN 301 549 Criteria  
- 9.2.30 (Web)  
- 10.2.30 (non-web document)  
- 11.2.1.30 (Software)  
- 11.2.2.30 (Closed Software) – Does not apply  
- 11.6.2 (Authoring Tool)  
- 12.1.2 (Product Docs)  
- 12.2.4 (Support Docs) | Supports | Changing the setting of core components and features in the Salesforce Sales Cloud - High Velocity Sales user interface does not initiate any change of context. |
### 3.3.1 Error Identification (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.3.3.1 (Web)
  - 10.3.3.1 (Non-web document)
  - 11.3.3.1.1 (Open Functionality Software)
  - 11.3.3.1.2 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Partially Supports**

Visual users are notified when an input error is detected within the “Salesforce Sales Cloud - High Velocity Sales” data entry forms if a required field has not been completed.

Proper error information is provided for the visual users in the form of visible text on the field level input elements to enable the users to identify which fields were omitted and completed. Additionally, the Salesforce Sales Cloud - High Velocity Sales uses “aria-required” and other ARIA properties to flag inputs with errors and relay this information to assistive technologies.

However, there are a few exceptions:
- The required error messages visually displayed within the “Sales Cadence Builder - Add Element” card panels are not announced by the assistive technology.

### 3.3.2 Labels or Instructions (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.3.3.2 (Web)
  - 10.3.3.2 (Non-web document)
  - 11.3.3.2 (Open Functionality Software)
  - 11.3.3.2 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Partially Supports**

The electronic form controls, including input fields and buttons in the Salesforce Sales Cloud - High Velocity Sales core features can be operated and accessed by using assistive technology. The form label elements within the Salesforce Sales Cloud - High Velocity Sales core features are properly associated and placed in-line for the form fields.

However, there are a few exceptions:
- Some of the interactive buttons available within the “Sales Cadence Builder” does not contain any assistive value available for the assistive technology.
- The “Search Sales Cadence” text box is not associated with any form label available within the “Sales Cadence Builder.”
- Few of the form label elements available within the “Sales Cadence Builder” card panel are not correctly associated with the select dropdown.
- An empty legend HTML attribute is available for the radio group within the “Add to Sales Cadence” modal that does not contain any value for the assistive technology.

### 4.1.1 Parsing (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.4.1.1 (Web)
  - 10.4.1.1 (Non-web document)
  - 11.4.1.1.1 (Open Functionality Software)
  - 11.4.1.1.2 (Closed Software) – Does not apply
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Partially Supports**

Salesforce Sales Cloud - High Velocity Sales provides semantically correct markup for all interface elements. The HTML elements used within core features have complete start and end tags. All the HTML elements are properly nested, and markups used are programmatically generated to prevent parsing errors. The element’s IDs are identified uniquely.

However, there is an exception:
- Some of the interactive element ids are not unique within the Salesforce Sales Cloud - High Velocity Sales.
4.1.2 Name, Role, Value (Level A)

The name, role, and value used in Salesforce Sales Cloud - High Velocity Sales user interface are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs.

However, there are a few exceptions:

- The expandable and collapsible section header option available within the “News” section is not announced properly by the assistive technology.
- Few of the form controls within “Sales Cadence Builder” are not correctly structured and associated.
- Some of the images in the SVG format lack proper alternative text.
- The iframes available within the “Sales Cadence Builder” and “Preview” modal are missing with the proper title attribute.
- The selected item depicted visually by the “Check icon” is not announced as “Selected” for the “Order By” control within the “Sorting” panel.
- The required error messages visually displayed within the “Sales Cadence Builder - Add Element” card panels are not announced by the assistive technology.
- Some of the interactive buttons available within the “Sales Cadence Builder” does not contain any assistive value available for the assistive technology.
- The “Sales Cadence” homepage has multiple elements referenced with the same ARIA ID attributes.

Table 2: Success Criteria, Level AA

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2.4 Captions (Live) (Level AA)</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not include any live audio and video content.</td>
</tr>
<tr>
<td>Section</td>
<td>Status</td>
<td>Applies to</td>
</tr>
<tr>
<td>---------</td>
<td>--------</td>
<td>------------</td>
</tr>
<tr>
<td><strong>1.2.5 Audio Description (Prerecorded)</strong> (Level AA)</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not contain any audio description (prerecorded).</td>
</tr>
<tr>
<td><strong>1.3.4 Orientation</strong> (Level AA 2.1 only)</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not restrict view and operation to a single display orientation.</td>
</tr>
<tr>
<td><strong>1.3.5 Identify Input Purpose</strong> (Level AA 2.1 only)</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales enables input of information about the user that can be programmed. Visible labels with appropriate instructions are provided to guide the user through the input fields on the form.</td>
</tr>
<tr>
<td><strong>1.4.3 Contrast (Minimum)</strong> (Level AA)</td>
<td>Partially Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales provides sufficient color contrast between foreground and background text colors to enhance clarity, making it more legible for individuals with moderately low vision in user interface and controls. However, there is an exception: The color contrast failed the minimum contrast ratio requirement for the “Lead Score” text within the “Records Home” page.</td>
</tr>
</tbody>
</table>
### 1.4.4 Resize text (Level AA)

**Also applies to:**

- EN 301 549 Criteria
  - 9.1.4.4 (Web)
  - 10.1.4.4 (Non-web document)
  - 11.1.4.4.1 (Open Functionality Software)
  - 11.1.4.4.2 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partially Supports</td>
<td>Most of the text and images within the Salesforce Sales Cloud - High Velocity Sales user interface is resizable with the browser zoom feature. Some of the pages or user interfaces contain issues when text size is zoomed at 200%. Text within the controls and pages work well below 150% text increase.</td>
</tr>
</tbody>
</table>

### 1.4.5 Images of Text (Level AA)

**Also applies to:**

- EN 301 549 Criteria
  - 9.1.4.5 (Web)
  - 10.1.4.5 (Non-web document)
  - 11.1.4.5.1 (Open Functionality Software)
  - 11.1.4.5.2 (Closed Software) – Does not apply
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales user interface does not contain images in lieu of text. All text content is included as a pure text.</td>
</tr>
</tbody>
</table>

### 1.4.10 Reflow (Level AA 2.1 only)

**Also applies to:**

- EN 301 549 Criteria
  - 9.1.4.10 (Web)
  - 10.1.4.10 (Non-web document)
  - 11.1.4.10.1 (Open Functionality Software)
  - 11.1.4.10.2 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does not Support</td>
<td>Salesforce Sales Cloud - High Velocity Sales is not designed to be viewed in the smaller screen sizes.</td>
</tr>
</tbody>
</table>

### 1.4.11 Non-text Contrast (Level AA 2.1 only)

**Also applies to:**

- EN 301 549 Criteria
  - 9.1.4.11 (Web)
  - 10.1.4.11 (Non-web document)
  - 11.1.4.11 (Open Functionality Software)
  - 11.1.4.11 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partially Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales components and user controls mostly support and are distinguishable by individuals with moderately low vision with the accepted contrast ratio. However, there is an exception:</td>
</tr>
</tbody>
</table>

- The visual presentation for the custom form elements border and focus indicator (text inputs, select dropdowns, radio button, checkboxes, buttons, and custom menus) and some of the informative graphical icons do not meet the contrast ratio of at least 3:1 against adjacent color(s). |
**1.4.12 Text Spacing** (Level AA 2.1 only)

Also applies to:
EN 301 549 Criteria
- 9.1.4.12 (Web)
- 10.1.4.12 (Non-web document)
- 11.1.4.12 (Open Functionality Software)
- 11.1.4.12 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)
- Revised Section 508 – Does not apply

Supports Salesforce Sales Cloud - High Velocity Sales user interface is implemented with proper use of CSS markup language that supports the different text style properties and ensures no loss of content or functionality when there is any change in setting or style properties such as line-height and spacing.

**1.4.13 Content on Hover or Focus** (Level AA 2.1 only)

Also applies to:
EN 301 549 Criteria
- 9.1.4.13 (Web)
- 10.1.4.13 (Non-web document)
- 11.1.4.13 (Open Functionality Software)
- 11.1.4.13 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)
- Revised Section 508 – Does not apply

Supports Salesforce Sales Cloud - High Velocity Sales user interface works in coordination with keyboard focus or pointer hover.

**2.4.5 Multiple Ways** (Level AA)

Also applies to:
EN 301 549 Criteria
- 9.2.4.5 (Web)
- 10.2.4.5 (Non-web document) – Does not apply
- 11.2.4.5 (Open Functionality Software) – Does not apply
- 11.2.4.5 (Closed Software) – Does not apply
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)
- Revised Section 508
  - 501 (Web)(Software) – Does not apply to non-web software
  - 504.2 (Authoring Tool)
  - 602.3 (Support Docs) – Does not apply to non-web docs

Supports Salesforce Sales Cloud - High Velocity Sales user interface and interaction are straightforward. It contains a landing list page and contextual top navigation, from which the user can launch or navigate to different sections or pages they desire.
### 2.4.6 Headings and Labels (Level AA)

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.4.6 (Web)
  - 10.2.4.6 (Non-web document)
  - 11.2.4.6 (Open Functionality Software)
  - 11.2.4.6 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Supports** Salesforce Sales Cloud - High Velocity Sales contains descriptive headings and labels texts to inform assistive technology users of their location and current activity.

### 2.4.7 Focus Visible (Level AA)

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.4.7 (Web)
  - 10.2.4.7 (Non-web document)
  - 11.2.4.7 (Open Functionality Software)
  - 11.2.4.7 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Partially Supports** The focus indicator within the Salesforce Sales Cloud - High Velocity Sales user interface and controls are always visible and contrast well with the surrounding content and background.

However, there are a few exceptions:
- The keyboard visual cue indicator is not visible, or it cannot be located easily within some of the “Sales Cadence Builder” interactive elements.
- The “Lead Score” widget header expand, and the collapse focus visual cue indicator is not visible clearly.

### 3.1.2 Language of Parts (Level AA)

**Also applies to:**
- EN 301 549 Criteria
  - 9.3.1.2 (Web)
  - 10.3.1.2 (Non-web document)
  - 11.3.1.2 (Open Functionality Software)
  - Does not apply
  - 11.3.1.2 (Closed Software) – Does not apply
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Revised Section 508**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Supports** The human language information in the Salesforce Sales Cloud - High Velocity Sales user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology. However, there is no mechanism to specify different languages for subsets of a page.
**3.2.3 Consistent Navigation** (Level AA)  
Also applies to:  
EN 301 549 Criteria  
- 9.3.2.3 (Web)  
- 10.3.2.3 (Non-web document) – Does not apply  
- 11.3.2.3 (Open Functionality Software) – Does not apply  
- 11.3.2.3 (Closed Software) – Does not apply  
- 11.8.2 (Authoring Tool)  
- 12.1.2 (Product Docs)  
- 12.2.4 (Support Docs)  

Revised Section 508  
- 501 (Web)(Software) – Does not apply to non-web software  
- 504.2 (Authoring Tool)  
- 602.3 (Support Docs) – Does not apply to non-web docs

**Supports**  
Salesforce Sales Cloud - High Velocity Sales provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies.

**3.2.4 Consistent Identification** (Level AA)  
Also applies to:  
EN 301 549 Criteria  
- 9.3.2.4 (Web)  
- 10.3.2.4 (Non-web document) – Does not apply  
- 11.3.2.4 (Open Functionality Software) – Does not apply  
- 11.3.2.4 (Closed Software) – Does not apply  
- 11.8.2 (Authoring Tool)  
- 12.1.2 (Product Docs)  
- 12.2.4 (Support Docs)  

Revised Section 508  
- 501 (Web)(Software) – Does not apply to non-web software  
- 504.2 (Authoring Tool)  
- 602.3 (Support Docs) – Does not apply to non-web docs

**Supports**  
Components and user interface controls are identified consistently for the same functionality across all Salesforce Sales Cloud - High Velocity Sales pages.

**3.3.3 Error Suggestion** (Level AA)  
Also applies to:  
EN 301 549 Criteria  
- 9.3.3.3 (Web)  
- 10.3.3.3 (Non-document)  
- 11.3.3.3 (Open Functionality Software)  
- 11.3.3.3 (Closed Software)  
- 11.8.2 (Authoring Tool)  
- 12.1.2 (Product Docs)  
- 12.2.4 (Support Docs)  

Revised Section 508  
- 501 (Web)(Software)  
- 504.2 (Authoring Tool)  
- 602.3 (Support Docs)

**Supports**  
Whenever an error is automatically detected within Salesforce Sales Cloud - High Velocity Sales data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form.

Salesforce Sales Cloud - High Velocity Sales provides suggestions for correcting errors, such as identifying required fields using the “aria-required” attribute.
### 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)

Also applies to:
- EN 301 549 Criteria
  - 9.3.3.4 (Web)
  - 10.3.3.4 (Non-web document)
  - 11.3.3.4 (Open Functionality Software)
  - 11.3.3.4 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)
- Revised Section 508
  - 501 (Web)(Software)
  - 504.2 (Authoring Tool)
  - 602.3 (Support Docs)

Supports: Data entered by users within Salesforce Sales Cloud - High Velocity Sales functionalities is checked using validation methods to help users confirm and correct data submissions. Salesforce Sales Cloud - High Velocity Sales does not contain forms that cause legal commitments or financial transactions.

### 4.1.3 Status Messages (Level AA 2.1 only)

Also applies to:
- EN 301 549 Criteria
  - 9.4.1.3 (Web)
  - 10.4.1.3 (Non-web document) – Does not apply
  - 11.4.1.3 (Open Functionality Software) – Does not apply
  - 11.4.1.3 (Closed Software) – Does not apply
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)
- Revised Section 508 – Does not apply

Supports: Salesforce Sales Cloud - High Velocity Sales provides status messages that can be programmatically determined using roles or properties that can be presented to the user of assistive technology without receiving any focus.

<table>
<thead>
<tr>
<th>Table 3: Success Criteria, Level AAA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes: The Salesforce Sales Cloud - High Velocity Sales has not been evaluated for WCAG 2.0 Level AAA conformance.</td>
</tr>
</tbody>
</table>
**Revised Section 508 Report**

**Chapter 3: Functional Performance Criteria (FPC)**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>302.1 Without Vision</td>
<td>Partially Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies. Most of the core features and controls in the Salesforce Sales Cloud - High Velocity Sales are reachable using the keyboard alone and announced by assistive technology. However, there are some exceptions. Refer to the WCAG 2.x section for details.</td>
</tr>
<tr>
<td>302.2 With Limited Vision</td>
<td>Partially Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales supports standard browser magnification and contrast adjustments. Salesforce Sales Cloud - High Velocity Sales is compatible with assistive technologies and supports the use of screen readers for the visually impaired. However, there are some exceptions. Refer to the following WCAG 2.x section.</td>
</tr>
<tr>
<td>302.3 Without Perception of Color</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not use color as the only means of conveying information. Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information. However, there is an exception. Refer to the WCAG 2.x section 1.4.1 Use of Color for detail.</td>
</tr>
<tr>
<td>302.4 Without Hearing</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not include audio-only features that require hearing to be used.</td>
</tr>
<tr>
<td>302.5 With Limited Hearing</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not include audio-only features that require hearing to be used.</td>
</tr>
<tr>
<td>302.6 Without Speech</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not require speech to operate or retrieve information. Support service related to Salesforce Sales Cloud - High Velocity Sales can be found at the Salesforce.com website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a>.</td>
</tr>
<tr>
<td>302.7 With Limited Manipulation</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales supports standard input mechanisms such as user-provided keyboards and pointing devices. The Salesforce Sales Cloud - High Velocity Sales user interface does not require fine motor skills controls or simultaneous actions. The Salesforce Sales Cloud - High Velocity Sales user interface and controls have large target areas that do not create problems for individuals who lack fine motor skills control or those who have limited reach and strength.</td>
</tr>
<tr>
<td>302.8 With Limited Reach and Strength</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce Sales Cloud - High Velocity Sales can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt).</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>----------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>302.9 With Limited Language, Cognitive, and Learning Abilities</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not function in a way that is prohibitive to users with cognitive or learning impairments. Salesforce provides information on Salesforce Sales Cloud - High Velocity Sales accessibility features in the documentation. End-users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a></td>
</tr>
</tbody>
</table>

**Chapter 4: Hardware**

Notes: The Salesforce Sales Cloud - High Velocity Sales is a web application and is not subject to the requirements of this section.

**Chapter 5: Software**

Notes: The Salesforce Sales Cloud - High Velocity Sales is a web application and is not subject to the requirements of this section.
## Chapter 6: Support Documentation and Services

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>601.1 Scope</td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>602 Support Documentation</td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>602.2 Accessibility and Compatibility Features</td>
<td>Supports</td>
<td>Salesforce provides electronic versions of all product support documentation related to Salesforce Sales Cloud - High Velocity Sales. End-users with disabilities can request additional product support documentation by opening a new case at <a href="http://help.salesforce.com">http://help.salesforce.com</a></td>
</tr>
<tr>
<td>602.3 Electronic Support Documentation</td>
<td>See WCAG 2.x section</td>
<td>See information in WCAG 2.x section</td>
</tr>
<tr>
<td>602.4 Alternate Formats for Non-Electronic Support Documentation</td>
<td>Supports</td>
<td>End-users with disabilities can request additional product support documentation by opening a new case at <a href="http://help.salesforce.com">http://help.salesforce.com</a></td>
</tr>
<tr>
<td>603 Support Services</td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>603.2 Information on Accessibility and Compatibility Features</td>
<td>Supports</td>
<td>Salesforce provides electronic versions of all product support documentation related to Salesforce accessibility. End-users with disabilities can request additional product support documentation by opening a new case at <a href="http://help.salesforce.com">http://help.salesforce.com</a></td>
</tr>
<tr>
<td>603.3 Accommodation of Communication Needs</td>
<td>Supports</td>
<td>Support service related to Salesforce Sales Cloud - High Velocity Sales can be found at the Salesforce.com help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a></td>
</tr>
</tbody>
</table>
## Chapter 4: Functional Performance Statements (FPS)

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2.1 Usage without vision</td>
<td>Partially Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies. However, there are some exceptions. Refer to the WCAG 2.x section for details.</td>
</tr>
<tr>
<td>4.2.2 Usage with limited vision</td>
<td>Partially Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales supports standard browser magnification and contrast adjustments and enables users to magnify the font size of the textual content available on the user screen. However, there are some exceptions. Refer to the WCAG 2.x section for details.</td>
</tr>
<tr>
<td>4.2.3 Usage without perception of colour</td>
<td>Supports</td>
<td>Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information.</td>
</tr>
<tr>
<td>4.2.4 Usage without hearing</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not include audio-only features that require hearing to be used.</td>
</tr>
<tr>
<td>4.2.5 Usage with limited hearing</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not include audio-only features that require hearing to be used.</td>
</tr>
<tr>
<td>4.2.6 Usage without vocal capability</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not require speech input.</td>
</tr>
<tr>
<td>4.2.7 Usage with limited manipulation or strength</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales supports standard input mechanisms such as user-provided keyboards and pointing devices.</td>
</tr>
<tr>
<td>4.2.8 Usage with limited reach</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>4.2.9 Minimize photosensitive seizure triggers</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not include visual features with flashing that could trigger seizures.</td>
</tr>
<tr>
<td>4.2.10 Usage with limited cognition</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales uses a logical focus order and provides capabilities for specifying error text for user interface components.</td>
</tr>
<tr>
<td>4.2.11 Privacy</td>
<td>Supports</td>
<td>Salesforce Sales Cloud - High Velocity Sales does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcement.</td>
</tr>
</tbody>
</table>
Chapter 5: **Generic Requirements**

Note: The Salesforce Sales Cloud - High Velocity Sales supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5.1 Closed functionality</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td><strong>5.1.2 General</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td><strong>5.1.2.1 Closed functionality</strong></td>
<td>See 5.2 through 13</td>
<td>See information in 5.2 through 13</td>
</tr>
<tr>
<td><strong>5.1.2.2 Assistive technology</strong></td>
<td>See 5.1.3 through 5.1.6</td>
<td>See information in 5.1.3 through 5.1.6</td>
</tr>
<tr>
<td><strong>5.1.3 Non-visual access</strong></td>
<td></td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>5.1.3.1 General</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>5.1.3.2 Auditory output delivery including speech</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.3 Auditory output correlation</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.4 Speech output user control</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.5 Speech output automatic interruption</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.6 Speech output for non-text content</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.7 Speech output for video information</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.8 Masked entry</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.9 Private access to personal data</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.10 Non-interfering audio output</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.11 Private listening</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.12 Speaker volume</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.13 Volume reset</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.14 Spoken languages</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.15 Non-visual error identification</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.3.16 Receipts, tickets, and transactional outputs</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.4 Functionality closed to text enlargement</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.1.5 Visual output for auditory information</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td><strong>5.1.6 Operation without keyboard interface</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td><strong>5.1.6.1 Closed functionality</strong></td>
<td>See 5.1.3.1 through 5.1.3.16</td>
<td>See information in 5.1.3.1 through 5.1.3.16</td>
</tr>
<tr>
<td>5.1.6.2 Input focus</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>Section</td>
<td>Status</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------</td>
<td></td>
</tr>
<tr>
<td>5.2 Activation of accessibility features</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.3 Biometrics</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.4 Preservation of accessibility information during conversion</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td><strong>5.5 Operable parts</strong></td>
<td>Heading cell – no response required</td>
<td></td>
</tr>
<tr>
<td>5.5.1 Means of operation</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.5.2 Operable parts discernibility</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td><strong>5.6 Locking or toggle controls</strong></td>
<td>Heading cell – no response required</td>
<td></td>
</tr>
<tr>
<td>5.6.1 Tactile or auditory status</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.6.2 Visual status</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.7 Key repeat</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.8 Double-strike key acceptance</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>5.9 Simultaneous user actions</td>
<td>Not Applicable</td>
<td></td>
</tr>
</tbody>
</table>

**Chapter 6: ICT with Two-Way Voice Communication**

Note: The Salesforce Sales Cloud - High Velocity Sales does not offer two-way voice communication and is therefore not subject to the requirements of this section.

**Chapter 7: ICT with Video Capabilities**

Notes: Not Applicable

**Chapter 8: Hardware**

Notes: Not Applicable

**Chapter 9: Web (see WCAG 2.x section)**

**Chapter 10: Non-Web Documents**

Notes: Not Applicable

**Chapter 11: Software**

Notes: Not Applicable
### Chapter 12: Documentation and Support Services

#### Notes:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>12.1 Product documentation</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>12.1.1 Accessibility and compatibility features</td>
<td>Supports</td>
<td>See information in WCAG 2.x (602.2) section</td>
</tr>
<tr>
<td>12.1.2 Accessible documentation</td>
<td>See WCAG 2.x section</td>
<td>See information in WCAG 2.x section</td>
</tr>
<tr>
<td><strong>12.2 Support Services</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>12.2.2 Information on accessibility and compatibility features</td>
<td>Supports</td>
<td>See information in WCAG 2.x (603.2) section</td>
</tr>
<tr>
<td>12.2.3 Effective communication</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>12.2.4 Accessible documentation</td>
<td>See WCAG 2.x section</td>
<td>See information in WCAG 2.x section</td>
</tr>
</tbody>
</table>

### Chapter 13: ICT Providing Relay or Emergency Service Access

#### Notes: Not Applicable