Zoom Video Communications Accessibility Conformance Report

International Edition

VPAT® Version 2.3

Name of Product/Version: Zoom Contact Center

Product Description: Zoom Contact Center is an omnichannel cloud contact center solution that’s optimized for video and integrated right into the same Zoom experience.

Date: October 19, 2022

Contact information: access@zoom.us

Notes:

Evaluation Methods Used: The following testing was done on Chrome v96.0 with WAVE Extension for WCAG 2.1 compliance and WebAIM for section 508 compliance, Firefox v94.0 with FireEyes for WAI-ARIA and Microsoft Edge on Windows 10 with NV Access’s NVDA screen reader v2021, JAWS 2021, Microsoft’s Accessibility Display options (Filter keys and Display/Contrast settings) and standard Keyboard, on Safari on macOS Big Sur with Apples’ Accessibility Display options (invert colors, use grayscale, color settings, contrast settings and transparency settings), Zoom options, VoiceOver options and standard Keyboard.

Applicable Standards/Guidelines

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

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)
Standard/Guideline | Included In Report
--- | ---
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](https://www.access板.gov/rules/FinalRule) 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, - V2.1.2 (2018-08) at [https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf](https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf) | (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.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

### WCAG 2.x Report

Tables 1 and 2 also document conformance with:
EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1 - Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
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:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.1.1 Non-text Content</strong> (Level A)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
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<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.1.1.1 (Web)</td>
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<tr>
<td>• 10.1.1.1 (Non-web document)</td>
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<tr>
<td>• 11.1.1.1.1 (Open Functionality Software)</td>
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<tr>
<td>• 11.1.1.1.2 (Closed Functionality Software)</td>
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<tr>
<td>• 11.8.2 (Authoring Tool)</td>
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<td>• 12.1.2 (Product Docs)</td>
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<td>• 12.2.4 (Support Docs)</td>
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<td>Revised Section 508</td>
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<tr>
<td>• 501 (Web)(Software)</td>
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<tr>
<td>• 504.2 (Authoring Tool)</td>
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<tr>
<td>• 602.3 (Support Docs)</td>
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</tbody>
</table>

Zoom’s Contact Center provide text-alternatives to most non-text content. Programmatic labeling techniques such as aria-labels and alt-text, are used to allow assistive technologies users to decipher the nature and purpose of non-text content.
<table>
<thead>
<tr>
<th>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</th>
<th></th>
<th>Supports with Exceptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td>EN 301 549 Criteria</td>
<td>Zoom Contact Center allows custom-uploaded video content that displays during the inbound participant experience. Administrators can upload videos with burned-in open captions, but it does not support closed captions.</td>
</tr>
<tr>
<td>• 9.1.2.1 (Web)</td>
<td>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</td>
<td></td>
</tr>
<tr>
<td>• 10.1.2.1 (Non-web document)</td>
<td>• 11.8.2 (Authoring Tool)</td>
<td></td>
</tr>
<tr>
<td>• 11.1.2.1.1 (Open Functionality Software)</td>
<td>• 12.1.2 (Product Docs)</td>
<td></td>
</tr>
<tr>
<td>• 11.1.2.1.2 (Open Functionality Software) – Does not apply</td>
<td>• 12.2.4 (Support Docs)</td>
<td></td>
</tr>
<tr>
<td>Revised Section 508</td>
<td>• 11.8.2 (Authoring Tool)</td>
<td></td>
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<td>• 501 (Web)(Software)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>1.2.2 Captions (Prerecorded) (Level A)</th>
<th></th>
<th>Supports with Exceptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td>EN 301 549 Criteria</td>
<td>Zoom Contact Center allows custom-uploaded video content that displays during the inbound participant experience. Administrators can upload videos with burned-in open captions, but they cannot add closed caption tracks.</td>
</tr>
<tr>
<td>• 9.1.2.2 (Web)</td>
<td>• 11.1.2.2 (Closed Software) – Does not apply</td>
<td></td>
</tr>
<tr>
<td>• 10.1.2.2 (Non-web document)</td>
<td>• 11.8.2 (Authoring Tool)</td>
<td></td>
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<tr>
<td>• 11.1.2.2 (Open Functionality Software)</td>
<td>• 12.1.2 (Product Docs)</td>
<td></td>
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<tr>
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<td>• 12.2.4 (Support Docs)</td>
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<td>• 602.3 (Support Docs)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</th>
<th></th>
<th>Does not support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td>EN 301 549 Criteria</td>
<td>Zoom Contact Center allows for a pre-recorded video to be shown in the waiting room dialog for inbound customers. Admins may provide a video track that by default contain audio descriptions, but the video player does not support multiple audio tracks.</td>
</tr>
<tr>
<td>• 9.1.2.3 (Web)</td>
<td>• 10.1.2.3 (Non-web document)</td>
<td></td>
</tr>
<tr>
<td>1.3.1 Info and Relationships (Level A)</td>
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<tr>
<td>Also applies to: EN 301 549 Criteria</td>
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<tr>
<td></td>
<td></td>
<td>Supports with Exceptions</td>
</tr>
<tr>
<td>• 9.1.3.1 (Web)</td>
<td></td>
<td>Zoom Contact Center programmatically present the visual structure, context, and relationships between elements to assistive technologies.</td>
</tr>
<tr>
<td>• 10.1.3.1 (Non-web document)</td>
<td></td>
<td>Several places in the Contact Center administrators web interface are missing proper heading structure, landmarks, and contextual labeling.</td>
</tr>
<tr>
<td>• 11.1.3.1.1 (Open Functionality Software)</td>
<td></td>
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<tr>
<td>• 11.1.3.1.2 (Closed Software)</td>
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<td>• 602.3 (Support Docs)</td>
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<table>
<thead>
<tr>
<th>1.3.2 Meaningful Sequence (Level A)</th>
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<tbody>
<tr>
<td>Also applies to: EN 301 549 Criteria</td>
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<td>• 9.1.3.2 (Web)</td>
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<td>• 11.1.3.2.1 (Open Functionality Software)</td>
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<tr>
<td>• 504.2 (Authoring Tool)</td>
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<td>1.3.3 Sensory Characteristics (Level A)</td>
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<td>----------------------------------------</td>
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<tr>
<td>Also applies to:</td>
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<tr>
<td>EN 301 549 Criteria</td>
<td></td>
</tr>
<tr>
<td>- 9.1.3.3 (Web)</td>
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<tr>
<td>- 10.1.3.3 (Non-web document)</td>
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<tr>
<td>- 11.1.3.3 (Open Functionality Software)</td>
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<tr>
<td>- 602.3 (Support Docs)</td>
<td></td>
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<tr>
<td>Supports</td>
<td></td>
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<tr>
<td>Zoom Contact Center does not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound to convey information about content and elements.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.4.1 Use of Color (Level A)</th>
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<tbody>
<tr>
<td>Also applies to:</td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
</tr>
<tr>
<td>- 9.1.4.1 (Web)</td>
</tr>
<tr>
<td>- 10.1.4.1 (Non-web document)</td>
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<tr>
<td>- 602.3 (Support Docs)</td>
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<tr>
<td>Supports</td>
</tr>
<tr>
<td>Zoom Contact Center does not convey information without solely using color differences.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.4.2 Audio Control (Level A)</th>
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<tbody>
<tr>
<td>Also applies to:</td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
</tr>
<tr>
<td>- 9.1.4.2 (Web)</td>
</tr>
<tr>
<td>- 10.1.4.2 (Non-web document)</td>
</tr>
<tr>
<td>- 11.1.4.2 (Open Functionality Software)</td>
</tr>
<tr>
<td>Supports</td>
</tr>
<tr>
<td>Zoom Contact Center does not have automatically played audio.</td>
</tr>
</tbody>
</table>
- 11.1.4.2 (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)

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
</table>

### 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)

Supports with Exception

**Exceptions include:**
- A few elements within the video meeting client have keyboard accessibility issues
- The Contact Center chat bot is not keyboard accessible
- The Contact Center agent dialpad contains a few elements with keyboard accessibility issues
- The Contact Center outbound SMS experience for agents contain a few elements with keyboard accessibility issues
- A few links in the administrators web interface have keyboard accessibility issues
- A few tables in the administrator web interface have keyboard accessibility issues
- The flow editor used by administrators to define the inbound participant experience requires the use of a mouse

### 2.1.2 No Keyboard Trap (Level A)

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)

Supports

Zoom Contact Center allows for keyboard navigation throughout the application without keyboard trap.
<table>
<thead>
<tr>
<th>2.1.4 Character Key Shortcuts (Level A 2.1 only)</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Also applies to:</strong></td>
<td><strong>Not applicable</strong></td>
<td><strong>Zoom Contact Center does not support keyboard shortcuts</strong></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.2.1.4 (Web)</td>
<td></td>
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<tr>
<td>• 10.2.1.4 (Non-web document)</td>
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<tr>
<td>• 11.2.1.4.1 (Open Functionality Software)</td>
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<td></td>
</tr>
<tr>
<td>Revised Section 508 – Does not apply</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>2.2.1 Timing Adjustable (Level A)</th>
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</thead>
<tbody>
<tr>
<td><strong>Also applies to:</strong></td>
<td><strong>Supports</strong></td>
<td><strong>Zoom Contact Center does not have time-limited content.</strong></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.2.2.1 (Web)</td>
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<td>• 602.3 (Support Docs)</td>
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</tbody>
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<table>
<thead>
<tr>
<th>2.2.2 Pause, Stop, Hide (Level A)</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Also applies to:</strong></td>
<td><strong>Supports with Exceptions</strong></td>
<td><strong>Most Zoom Contact Center does not have automatically playing content that cannot be paused.</strong></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.2.2.2 (Web)</td>
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<td>• 10.2.2.2 (Non-web document)</td>
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<tr>
<td>• 11.2.2.2 (Open Functionality Software)</td>
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</tbody>
</table>
### 2.3.1 Three Flashes or Below Threshold (Level A)

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

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

<table>
<thead>
<tr>
<th>Supports</th>
<th>Zoom Contact Center does not have flashing content.</th>
</tr>
</thead>
</table>

### 2.4.1 Bypass Blocks (Level A)

**Also applies to:**
EN 301 549 Criteria
- 9.2.4.1 (Web)
- 10.2.4.1 (Non-web document) – Does not apply
- 11.2.4.1 (Open Functionality Software) – Does not apply
- 11.2.4.1 (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

<table>
<thead>
<tr>
<th>Supports</th>
<th>Zoom Contact Center supports “Skip to main content” links.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.4.2 Page Titled (Level A)</td>
<td>Also applies to:</td>
</tr>
<tr>
<td>-----------------------------</td>
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</tr>
<tr>
<td></td>
<td>9.2.4.2 (Web)</td>
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<tr>
<td></td>
<td>10.2.4.2 (Non-web document)</td>
</tr>
<tr>
<td></td>
<td>11.2.4.2 (Open Functionality Software) - Does not apply</td>
</tr>
<tr>
<td></td>
<td>11.2.4.2 (Closed Software) – Does not apply</td>
</tr>
<tr>
<td></td>
<td>11.8.2 (Authoring Tool)</td>
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<tr>
<td></td>
<td>12.1.2 (Product Docs)</td>
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<td>12.2.4 (Support Docs)</td>
</tr>
<tr>
<td>Revised Section 508</td>
<td></td>
</tr>
<tr>
<td></td>
<td>501 (Web)(Software)</td>
</tr>
<tr>
<td></td>
<td>504.2 (Authoring Tool)</td>
</tr>
<tr>
<td></td>
<td>602.3 (Support Docs)</td>
</tr>
<tr>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>Zoom Contact Center pages are titled to convey the meaning of the page</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2.4.3 Focus Order (Level A)</th>
<th>Also applies to:</th>
<th>EN 301 549 Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9.2.4.3 (Web)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10.2.4.3 (Non-web document)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11.2.4.3 (Open Functionality Software)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11.2.4.3 (Closed Software)</td>
<td></td>
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<tr>
<td></td>
<td>11.8.2 (Authoring Tool)</td>
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<td></td>
<td>12.1.2 (Product Docs)</td>
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<td></td>
<td>12.2.4 (Support Docs)</td>
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<tr>
<td>Revised Section 508</td>
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<tr>
<td></td>
<td>501 (Web)(Software)</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>602.3 (Support Docs)</td>
<td></td>
</tr>
<tr>
<td>Supports with Exceptions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zoom Contact Center pages provide a focus order that is consistent with the visual order of the application. Please see WCAG 2.1.1 Keyboard for more information about keyboard accessibility support.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2.4.4 Link Purpose (In Context) (Level A)</th>
<th>Also applies to:</th>
<th>EN 301 549 Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9.2.4.4 (Web)</td>
<td></td>
</tr>
<tr>
<td>Supports with Exceptions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zoom Contact Center provides many links with clear text to allow the user to understand the purpose of each link. Aria-label attributes are used to describe when necessary.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 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**
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Supports with Exceptions**

**Exceptions include:**
- A few links within the administrative web interfaces are not adequately labeled.

### 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 with Exceptions**

**Exceptions include:**
- The flow editor used by administrators to define the inbound participant experience requires the use of a mouse.

### 2.5.3 Label in Name (Level A 2.1 only)

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.5.3 (Web)

**Supports**

**Zoom Contact Center uses programmatic labels that match the visual label of elements.**
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Supports</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.5.4</td>
<td>Motion Actuation (Level A 2.1 only)</td>
<td>Supports</td>
<td>Zoom Contact Center does not contain any functionality that is triggered by gestures or by moving a device.</td>
</tr>
<tr>
<td>3.1.1</td>
<td>Language of Page (Level A)</td>
<td>Supports</td>
<td>Zoom Contact Center supports the “lang” HTML tag to help assistive technologies identify the language of the page.</td>
</tr>
<tr>
<td>3.2.1</td>
<td>On Focus (Level A)</td>
<td>Supports</td>
<td>Zoom Contact Center does not initiate changes of context upon the focusing of elements. This is ensured by activating changes of context on “activate” and not on “focus”.</td>
</tr>
<tr>
<td>3.2.2 On Input (Level A)</td>
<td>Supports</td>
<td>Zoom Contact Center does not initiate changes of context upon user input. This is ensured by providing submit buttons.</td>
<td></td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------</td>
<td>------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td>EN 301 549 Criteria</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 9.3.2.2 (Web)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 10.3.2.2 (Non-web document)</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• 11.3.2.2 (Open Functionality Software)</td>
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<td>• 11.3.2.2 (Closed Software)</td>
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<td>• 11.8.2 (Authoring Tool)</td>
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<td></td>
<td></td>
<td>• 12.1.2 (Product Docs)</td>
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<td></td>
<td></td>
<td>• 12.2.4 (Support Docs)</td>
<td></td>
</tr>
<tr>
<td>Revised Section 508</td>
<td></td>
<td>• 501 (Web)(Software)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 504.2 (Authoring Tool)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 602.3 (Support Docs)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3.3.1 Error Identification (Level A)</th>
<th>Supports</th>
<th>Zoom Contact Center use form fields with automatic error detection and error messages. Client-side validation is used to add error text to the DOM.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td></td>
<td>EN 301 549 Criteria</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 9.3.3.1 (Web)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 10.3.3.1 (Non-web document)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 11.3.3.1.1 (Open Functionality Software)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 11.3.3.1.2 (Closed Software)</td>
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<tr>
<td></td>
<td></td>
<td>• 11.8.2 (Authoring Tool)</td>
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<tr>
<td></td>
<td></td>
<td>• 12.2.4 (Support Docs)</td>
</tr>
<tr>
<td>Revised Section 508</td>
<td></td>
<td>• 501 (Web)(Software)</td>
</tr>
</tbody>
</table>
### 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)

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

Supports with Exceptions

Zoom Contact Center uses visible form labels that are associated with form controls. Required fields are determined programmatically and identified with appropriate labels or legends.

**Exceptions Include:**
- A few forms in the administrative web pages are not adequately labeled programatically
### 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)
  - 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>Supports with Exceptions</th>
<th>Zoom Contact Center uses HTML according to spec. Web pages are developed to ensure that ID attributes are unique, and that elements do not contain duplicate attributes.</th>
</tr>
</thead>
</table>

### 4.1.2 Name, Role, Value (Level A)

Also applies to:
- EN 301 549 Criteria
  - 9.4.1.2 (Web)
  - 10.4.1.2 (Non-web document)
  - 11.4.1.2.1 (Open Functionality Software)
  - 11.4.1.2.2 (Closed Software)
  - 11.8.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

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

<table>
<thead>
<tr>
<th>Supports with Exceptions</th>
<th>Many of the elements in Zoom Contact Center provide the necessary role, state, and value information to assistive technologies. Exceptions include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- A few form elements in the administrative web pages are not adequately labeled programmatically</td>
</tr>
<tr>
<td></td>
<td>- There are several components within the video meeting client that do not adequately convey their name, role, and value information (e.g. the Participants list window, the Transfer call dialog, the share screen dialog)</td>
</tr>
<tr>
<td></td>
<td>- The Contact Center chat bot interface does not adequately convey their name, role, and value information</td>
</tr>
<tr>
<td></td>
<td>- The Contact Center outbound SMS experience for agents contain a number of components that do not adequately convey their name, role, and value information</td>
</tr>
<tr>
<td></td>
<td>- A few links in the administrators web interface</td>
</tr>
</tbody>
</table>
The flow editor used by administrators to define the inbound participant experience contains many elements that do not adequately convey their name, role, and value information.

<table>
<thead>
<tr>
<th>Table 2: Success Criteria, Level AA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.2.4 Captions (Live)</strong> (Level AA)</td>
<td></td>
<td>Does not support</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.1.2.4 (Web)</td>
<td></td>
<td></td>
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<tr>
<td>• 10.1.2.4 (Non-web document)</td>
<td></td>
<td></td>
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<tr>
<td>• 11.1.2.4 (Open Functionality Software)</td>
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<tr>
<td>• 11.1.2.4 (Closed Software)</td>
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<tr>
<td>• 12.1.2 (Product Docs)</td>
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<td></td>
</tr>
<tr>
<td>• 12.2.4 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revised Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
<td></td>
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<tr>
<td>• 504.2 (Authoring Tool)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zoom Contact Center’s video client does not yet support Closed Captioning</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| **1.2.5 Audio Description (Prerecorded)** (Level AA) | Supports with Exceptions | Zoom Contact Center allows for a pre-recorded video to be shown in the waiting room dialog for inbound customers. Admins may provide a video track that by default contain audio descriptions, but the video player does not support multiple audio tracks. |
| Also applies to:                                   |                   |                          |
| EN 301 549 Criteria                                |                   |                          |
| • 9.1.2.5 (Web)                                   |                   |                          |
| • 10.1.2.5 (Non-web document)                     |                   |                          |
| • 11.1.2.5 (Open Functionality Software)          |                   |                          |
| • 11.1.2.5 (Closed Software)                      |                   |                          |
| • 11.8.2 (Authoring Tool)                         |                   |                          |
| • 12.1.2 (Product Docs)                           |                   |                          |

Page 17 of 24
<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 12.2.4 (Support Docs) Revised Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 501 (Web)(Software)</td>
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<td></td>
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<tr>
<td>• 504.2 (Authoring Tool)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.3.4 Orientation</strong> (Level AA 2.1 only)</td>
<td>Supports</td>
<td>Zoom Contact Center does not restrict its view to a single display orientation</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.1.3.4 (Web)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 10.1.3.4 (Non-web document)</td>
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<tr>
<td>• 11.1.3.4 (Open Functionality Software)</td>
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<tr>
<td>• 11.1.3.4 (Closed Software)</td>
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<tr>
<td>• 11.8.2 (Authoring Tool)</td>
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<tr>
<td>• 12.1.2 (Product Docs)</td>
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<td></td>
</tr>
<tr>
<td>• 12.2.4 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revised Section 508 – Does not apply</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.3.5 Identify Input Purpose</strong> (Level AA 2.1 only)</td>
<td>Does not support</td>
<td>Form fields on the Zoom Contact Center pages do not yet make use of the autocomplete attribute.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.1.3.5 (Web)</td>
<td></td>
<td></td>
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<td>• 10.1.3.4 (Non-web document)</td>
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<td>• 12.1.2 (Product Docs)</td>
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<td></td>
</tr>
<tr>
<td>• 12.2.4 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revised Section 508 – Does not apply</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.4.3 Contrast (Minimum)</strong> (Level AA)</td>
<td>Supports</td>
<td>Zoom Contact Center follows the minimal color contrast ratio for the text over the background.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
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<tr>
<td>• 9.1.4.3 (Web)</td>
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<td>• 11.1.4.3 (Closed Software)</td>
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<tr>
<td>Criteria</td>
<td>Conformance Level</td>
<td>Remarks and Explanations</td>
</tr>
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</tr>
<tr>
<td>11.8.2 (Authoring Tool)</td>
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<tr>
<td>12.1.2 (Product Docs)</td>
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<td>12.2.4 (Support Docs)</td>
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</tr>
<tr>
<td>602.3 (Support Docs)</td>
<td></td>
<td></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)

Supports with Exceptions

Zoom Contact Center web pages use frameworks that support the resizing of text. The Zoom Contact Center desktop client interface must be resized using the operating system defined scaling options since it is contained within a native desktop application.

### 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)
  - 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)

Supports

Zoom Contact Center uses text rather than images of text to present information.
<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.4.10 Reflow</strong> (Level AA 2.1 only)</td>
<td></td>
<td>Zoon’s Contact Center does not require scrolling in two dimensions to present content without loss of information.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.1.4.10 (Web)</td>
<td></td>
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<td>• 10.1.4.10 (Non-web document)</td>
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<td>• 11.1.4.10.2 (Closed Software)</td>
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<td>• 11.8.2 (Authoring Tool)</td>
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<tr>
<td>• 12.1.2 (Product Docs)</td>
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<td></td>
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<tr>
<td>• 12.2.4 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revised Section 508 – Does not apply</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.4.11 Non-text Contrast</strong> (Level AA 2.1 only)</td>
<td></td>
<td>The product UI follows the 3:1 minimal contrast ratio for the visual presentation UI components against adjacent colors.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
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<td></td>
</tr>
<tr>
<td>• 9.1.4.11 (Web)</td>
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<td>• 10.1.4.11 (Non-web document)</td>
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<td></td>
<td></td>
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<td>• 11.1.4.11 (Closed Software)</td>
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<tr>
<td>• 11.8.2 (Authoring Tool)</td>
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<tr>
<td>• 12.1.2 (Product Docs)</td>
<td></td>
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<tr>
<td>• 12.2.4 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revised Section 508 – Does not apply</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.4.12 Text Spacing</strong> (Level AA 2.1 only)</td>
<td></td>
<td>Zoom contact Center webpages support spacing changes without the loss of content.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.1.4.12 (Web)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 10.1.4.12 (Non-web document)</td>
<td></td>
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<tr>
<td>• 11.1.4.12 (Open Functionality Software)</td>
<td></td>
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<tr>
<td>• 11.1.4.12 (Closed Software)</td>
<td></td>
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<tr>
<td>• 11.8.2 (Authoring Tool)</td>
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<tr>
<td>• 12.1.2 (Product Docs)</td>
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<tr>
<td>• 12.2.4 (Support Docs)</td>
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<td></td>
</tr>
<tr>
<td>Revised Section 508 – Does not apply</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Criteria</td>
<td>Conformance Level</td>
<td>Remarks and Explanations</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
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<td>---------------------------</td>
</tr>
<tr>
<td><strong>1.4.13 Content on Hover or Focus</strong> (Level AA 2.1 only)</td>
<td></td>
<td></td>
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<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.1.4.13 (Web)</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>• 10.1.4.13 (Non-web document)</td>
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<tr>
<td>• 11.1.4.13 (Open Functionality Software)</td>
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<tr>
<td>• 11.1.4.13 (Closed Software)</td>
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<tr>
<td>• 11.8.2 (Authoring Tool)</td>
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<tr>
<td>• 12.1.2 (Product Docs)</td>
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<tr>
<td>• 12.2.4 (Support Docs)</td>
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<td></td>
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<tr>
<td>Revised Section 508 – Does not apply</td>
<td></td>
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</tr>
<tr>
<td><strong>2.4.5 Multiple Ways</strong> (Level AA)</td>
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<tr>
<td>Also applies to:</td>
<td></td>
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<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.2.4.5 (Web)</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>• 10.2.4.5 (Non-web document)</td>
<td>Supports with Exceptions</td>
<td>Zoom Contact Center landing page has a footer with a list of links. When signed-in, navigation for the Zoom Contact Center administrative pages are only available through the main navigational region.</td>
</tr>
<tr>
<td>• 11.2.4.5 (Open Functionality Software)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 11.2.4.5 (Closed Software)</td>
<td></td>
<td></td>
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<tr>
<td>• 11.8.2 (Authoring Tool)</td>
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<tr>
<td>• 12.1.2 (Product Docs)</td>
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<td></td>
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<tr>
<td>• 12.2.4 (Support Docs)</td>
<td></td>
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<tr>
<td>Revised Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 501 (Web)(Software) – Does not apply to non-web software</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 504.2 (Authoring Tool)</td>
<td></td>
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<tr>
<td>• 602.3 (Support Docs) – Does not apply to non-web docs</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2.4.6 Headings and Labels</strong> (Level AA)</td>
<td></td>
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<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
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<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.2.4.6 (Web)</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>• 10.2.4.6 (Non-web document)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 11.2.4.6 (Open Functionality Software)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 11.2.4.6 (Closed Software)</td>
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<td></td>
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<tr>
<td>• 11.8.2 (Authoring Tool)</td>
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<tr>
<td>• 12.1.2 (Product Docs)</td>
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<td></td>
</tr>
<tr>
<td><strong>3.1 Text</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Criteria</td>
<td>Conformance Level</td>
<td>Remarks and Explanations</td>
</tr>
<tr>
<td>----------</td>
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<td>--------------------------</td>
</tr>
<tr>
<td>• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2.4.7 Focus Visible</strong> (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)</td>
<td>Supports with Exceptions</td>
<td>Zoom Contact Center provides a visible focus indicator when elements receive keyboard focus. Please see WCAG 2.1.1 Keyboard for more information about keyboard accessibility support.</td>
</tr>
<tr>
<td><strong>3.1.2 Language of Parts</strong> (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)</td>
<td>Supports</td>
<td>Zoom Contact Center support the HTML language attribute.</td>
</tr>
</tbody>
</table>
### 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

Zoom Contact Center pages have navigation bars that provide a list of links to reach other pages.

### 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

Zoom Contact Center is designed with product component and visual style uniformity in mind.

### 3.3.3 Error Suggestion (Level AA)

Also applies to:

EN 301 549 Criteria
- 9.3.3.3 (Web)
- 10.3.3.3 (Non-web document)
- 11.3.3.3 (Open Functionality Software)

Supports

Zoom Contact Center uses form fields with automatic error detection and error descriptions.
<table>
<thead>
<tr>
<th>11.3.3.3 (Closed Software)</th>
<th>11.8.2 (Authoring Tool)</th>
<th>12.1.2 (Product Docs)</th>
<th>12.2.4 (Support Docs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revised Section 508</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>501 (Web)(Software)</td>
<td>504.2 (Authoring Tool)</td>
<td>602.3 (Support Docs)</td>
<td></td>
</tr>
</tbody>
</table>

### 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)

Also applies to:

<table>
<thead>
<tr>
<th>EN 301 549 Criteria</th>
<th>9.3.3.4 (Web)</th>
<th>10.3.3.4 (Non-web document)</th>
<th>11.3.3.4 (Open Functionality Software)</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.3.3.4 (Closed Software)</td>
<td>11.8.2 (Authoring Tool)</td>
<td>12.1.2 (Product Docs)</td>
<td>12.2.4 (Support Docs)</td>
</tr>
</tbody>
</table>

Revised Section 508

| 501 (Web)(Software)         | 504.2 (Authoring Tool)  | 602.3 (Support Docs)       | Supports |

Zoom Contact Center identifies input errors for financial transactions.

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

Also applies to:

<table>
<thead>
<tr>
<th>EN 301 549 Criteria</th>
<th>9.4.1.3 (Web)</th>
<th>10.4.1.3 (Non-web document) – Does not apply</th>
<th>11.4.1.3 (Open Functionality Software) – Does not apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.4.1.3 (Closed Software)</td>
<td>11.8.2 (Authoring Tool)</td>
<td>12.1.2 (Product Docs)</td>
<td>12.2.4 (Support Docs)</td>
</tr>
</tbody>
</table>

Revised Section 508 – Does not apply

<table>
<thead>
<tr>
<th>Supports with Exceptions</th>
<th>Supports with Exceptions with Exceptions Include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A number of alerts for administrators in the web interface and agents in the Client interface do not automatically announce to screen readers</td>
<td></td>
</tr>
</tbody>
</table>