

Xurrent Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4 INT)

Name of Product/Version: Xurrent Specialist Interface and Xurrent Self Service

Report Version: 11

Report Date: January 2025

Product Description: Service Management Platform

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Evaluation Methods Used: Automated testing using accessiBe's accessFlow, and manual testing by Xurrent with accessibility technologies and tools and user tests.

Applicable Standards/Guidelines: This report covers the degree of conformance for Web Content Accessibility Guidelines 2.2 Level A and AA.

Terms

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

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

- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.

Table 1: WCAG 2.2 Level A, Specialist Interface

Criteria	Conformance	Remarks and Explanations
1.1.1 Non-text Content	Supports	Xurrent provides text alternatives to non-text content. Alt text and aria labels
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	Xurrent does not contain audio-only or video-only content.
1.2.2 Captions (Prerecorded)	Not Applicable	Xurrent does not contain audio or video.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	Xurrent does not contain audio or video.
1.3.1 Info and Relationships	Supports	The structure and relationships of tables, headings, lists and forms are programmatically determined (several ways of determining the structure of documents)
1.3.2 Meaningful Sequence	Supports	Xurrent maintains consistent structures allowing correct reading sequences to be programmatically determined.
1.3.3 Sensory Characteristics	Supports	Instructions for using Xurrent do not rely on sensory characteristics.
1.4.1 Use of Color	Supports	Xurrent does not convey information by color alone.
1.4.2 Audio Control	Not Applicable	Xurrent does not contain any pre recorded audio.
2.1.1 Keyboard	Supports	Xurrent is operable through a keyboard interface without requiring specific timings for individual keystrokes.
2.1.2 No Keyboard Trap	Supports	Xurrent does not contain any keyboard traps.
2.1.4 Character Key Shortcuts	Supports	Xurrent uses one character key shortcut, which can be disabled.
2.2.1 Timing Adjustable	Supports	Xurrent does not contain time limited content. The only

Criteria	Conformance	Remarks and Explanations
		exception is re authentication for admins in some cases for security reasons.
2.2.2 Pause, Stop, Hide	Not Applicable	Xurrent does not contain moving, blinking, or scrolling content.
2.3.1 Three Flashes or Below Threshold	Supports	Xurrent does not contain any blinking content.
2.4.1 Bypass Blocks	Supports	Xurrent uses bypass blocks where necessary.
2.4.2 Page Titled	Supports	All pages in Xurrent are titled
2.4.3 Focus Order	Supports	Navigating Xurrent by keyboard or screen reader occurs in consistent and logical sequence.
2.4.4 Link Purpose (In Context)	Supports	The purpose of each link in Xurrent is clearly identified by its text, supplemented with labels when necessary. ALWAYS IN CONTEXT
2.5.1 Pointer Gestures	Supports	Xurrent does not require navigation by multipoint or path-based gestures.
2.5.2 Pointer Cancellation	Supports	No actions in Xurrent complete on mouse-down, and thus can be aborted by moving the mouse away from the button or target area before mouse-up.
2.5.3 Label in Name	Supports	Xurrent's visible labels match those of the component programmatically, and any controls that use icons or symbols are given consistent labels.
2.5.4 Motion Actuation	Not Applicable	Xurrent does not contain any motion operations.
3.1.1 Language of Page	Supports	All Xurrent pages contain a defined language value.
3.2.1 On Focus	Supports	Moving focus when navigating Xurrent never results in an action or change of context.
3.2.2 On Input	Supports	Modifying input fields in Xurrent does not automatically initiate any action or navigation.
3.2.6 Consistent Help	Supports	The Xurrent Help pages are always accessible from the Actions menu (cog wheel).
3.3.1 Error Identification	Supports	If an input error is automatically detected in Xurrent, the item that

Criteria	Conformance	Remarks and Explanations
		is in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions	Supports	Labels or instructions are provided in Xurrent when content requires user input.
3.3.7 Redundant Entry	Supports	No information previously entered by or provided to the user is required to be entered again in the same process.
4.1.2 Name, Role, Value	Supports	Xurrent UI components use HTML and ARIA best practices.

Table 2: WCAG 2.2 Level AA, Specialist Interface

Criteria	Conformance	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	Xurrent does not contain live audio or video.
1.2.5 Audio Description (Prerecorded)	Not Applicable	Xurrent does not contain audio or video.
1.3.4 Orientation	Supports	Xurrent does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose	Supports	The purpose of each input field in Xurrent collecting information about the user can be programmatically determined. In Xurrent, autocomplete is not used because users do not fill in their own personal data.
1.4.3 Contrast (Minimum)	Supports	The visual presentations of text and images of text in Xurrent always have a contrast ratio of at least 4.5:1
1.4.4 Resize text	Does not support	Non-responsive elements, such as the primary navigation, can not be resized without assistive technology up to 200 percent without loss of content or functionality.

1.4.5 Images of Text	Supports	In Xurrent, text is primarily used to communicate information, except for necessary cases like reports.
1.4.10 Reflow	Does not support	The comprehensive nature of the specialist's view hinders its ability to be responsive. Not all content in specialist view can be presented without loss of information or functionality, and without requiring scrolling in two dimensions with 400% zoom.
1.4.11 Non-text Contrast	Supports	Xurrent graphical objects and user interface elements meet minimum 3:1 contrast.
1.4.12 Text Spacing	Partially Supports	Xurrent supports text to be styled up to the WCAG specified margins without loss of content or functionality. Only the agile board item design is not optimal.
1.4.13 Content on Hover or Focus	Supports	Xurrent content on hover is dismissible via the escape key and persistent while hovering.
2.4.5 Multiple Ways	Supports	Xurrent pages can be navigated in multiple ways.
2.4.6 Headings and Labels	Supports	Headings and labels in Xurrent describe the topic or purpose.
2.4.7 Focus Visible	Supports	The keyboard focus in Xurrent is clearly visible.
2.5.8 Target Size	Supports	All targets meet a minimum size or have sufficient spacing around them.
2.4.11 Focus Not Obscured	Supports	When a user interface component receives keyboard focus, no part of the component is hidden by author-created content.
2.5.7 Dragging Movements	Supports	All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging.
3.1.2 Language of Parts	Partially supported	The human language of each passage or phrase in Xurrent can not in all cases be programmatically determined.
3.2.3 Consistent Navigation	Supports	Xurrent contains consistent navigation patterns across all pages and content.

3.2.4 Consistent Identification	Supports	Xurrent components are labeled and behave consistently across the application.
3.3.3 Error Suggestion	Supports	If an input error is detected in Xurrent and suggestions for correction exist, the user is provided with those suggestions, unless it compromises the content's security or purpose.
3.3.4 Error Prevention (Legal, Financial, Data)	Not applicable	Xurrent does not cause legal commitments or financial transactions for the user to occur, modify or delete user-controllable data in data storage systems, or submit user test responses.
3.3.8 Accessible Authentication	Supports	A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in the authentication process.
4.1.3 Status Messages	Supports	Updates to content, status changes, and notifications that display visually in Xurrent do have corresponding audio announcements for screen readers.

Table 3: WCAG 2.2 Level A, Xurrent Self Service and Mobile

Criteria	Conformance	Remarks and Explanations
1.1.1 Non-text Content	Supports	Xurrent provides text alternatives to non-text content.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	Xurrent does not contain audio-only or video-only content.
1.2.2 Captions (Prerecorded)	Not Applicable	Xurrent does not contain audio or video.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	Xurrent does not contain audio or video.
1.3.1 Info and Relationships	Supports	The structure and relationships of tables, headings, lists and forms are programmatically determined
1.3.2 Meaningful Sequence	Supports	Xurrent maintains consistent structures allowing correct reading sequences to be programmatically determined.
1.3.3 Sensory Characteristics	Supports	Instructions for using Xurrent do not rely on sensory characteristics.
1.4.1 Use of Color	Supports	Xurrent does not convey information by color alone.
1.4.2 Audio Control	Not Applicable	Xurrent does not contain any pre recorded audio.
2.1.1 Keyboard	Supports	Xurrent Self Service is operable through a keyboard interface. No specific timings for individual keystrokes are required.
2.1.2 No Keyboard Trap	Supports	Xurrent Self Service does contain keyboard traps.
2.1.4 Character Key Shortcuts	Supports	Xurrent Self Service uses no single character key shortcuts.
2.2.1 Timing Adjustable	Supports	Xurrent does not contain time limited content. The only exception is re authentication for admins in some cases for security reasons.
2.2.2 Pause, Stop, Hide	Supports	Xurrent does not contain moving, blinking, or scrolling content.
2.3.1 Three Flashes or Below Threshold	Supports	Xurrent does not contain any blinking content.
2.4.1 Bypass Blocks	Does not support	Xurrent uses bypass blocks in some places.
2.4.2 Page Titled	Supports	All pages in Xurrent are titled

Criteria	Conformance	Remarks and Explanations
2.4.3 Focus Order	Supports	Navigating Xurrent by keyboard or screen reader occurs in most cases in consistent and logical sequence.
2.4.4 Link Purpose (In Context)	Supports	The purpose of each link in Xurrent is clearly identified by its text, supplemented with labels when necessary.
2.5.1 Pointer Gestures	Supports	Xurrent does not require navigation by multipoint or path-based gestures.
2.5.2 Pointer Cancellation	Supports	No actions in Xurrent complete on mouse-down, and thus can be aborted by moving the mouse away from the button or target area before mouse-up.
2.5.3 Label in Name	Supports	Xurrent's visible labels match those of the component programmatically, and any controls that use icons or symbols are given consistent labels.
2.5.4 Motion Actuation	Not Applicable	Xurrent does not contain any motion operations.
3.1.1 Language of Page	Supports	All Xurrent pages contain a defined language value.
3.2.1 On Focus	Supports	Moving focus when navigating Xurrent never results in an action or change of context.
3.2.2 On Input	Supports	Modifying input fields in Xurrent does not automatically initiate any action or navigation.
3.2.6 Consistent Help	Not Applicable	No help is provided / necessary for Xurrent Self Service and the Mobile App.
3.3.1 Error Identification	Supports	If an input error is automatically detected in Xurrent, the item that is in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions	Supports	Labels or instructions are provided in Xurrent when content requires user input.
3.3.7 Redundant Entry	Supports	No information previously entered by or provided to the user is required to be entered again in the same process.

Criteria	Conformance	Remarks and Explanations
4.1.2 Name, Role, Value	Supports	Xurrent UI components use HTML and ARIA best practices.

Table 4: WCAG 2.2 Level AA, Xurrent Self Service and Mobile

Criteria	Conformance	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	Xurrent does not contain live audio or video.
1.2.5 Audio Description (Prerecorded)	Not Applicable	Xurrent does not contain audio or video.
1.3.4 Orientation	Supports	Xurrent does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose	Supports	The purpose of each input field in Xurrent collecting information about the user can be programmatically determined. In Xurrent, autocomplete is not used because users do not fill in their own personal data.
1.4.3 Contrast (Minimum)	Supports	The visual presentations of text and images of text in Xurrent always have a contrast ratio of at least 4.5:1
1.4.4 Resize text	Supports	Text can be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text	Supports	In Xurrent, text is primarily used to communicate information, except for necessary cases like reports.
1.4.10 Reflow	Supports	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast	Supports	Xurrent graphical objects and user interface elements meet minimum 3:1 contrast.
1.4.12 Text Spacing	Supports	Xurrent supports text to be styled up to the WCAG specified margins

		without loss of content or functionality.
1.4.13 Content on Hover or Focus	Supports	Xurrent content on hover is dismissible via the escape key and persistent while hovering.
2.4.5 Multiple Ways	Supports	Xurrent pages can be navigated in multiple ways.
2.4.6 Headings and Labels	Supports	Headings and labels in Xurrent describe the topic or purpose.
2.4.7 Focus Visible	Supports	The keyboard focus in Xurrent is clearly visible.
2.4.11 Focus Not Obscured	Supports	When a user interface component receives keyboard focus, no part of the component is hidden by author-created content.
2.5.7 Dragging Movements	Supports	All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging.
2.5.8 Target Size	Supports	The size of the target for pointer inputs is at least 24 by 24 CSS pixels.
3.1.2 Language of Parts	Partially supports	The human language of each passage or phrase in Xurrent can not in all cases be programmatically determined.
3.2.3 Consistent Navigation	Supports	Xurrent contains consistent navigation patterns across all pages and content.
3.2.4 Consistent Identification	Supports	Xurrent components are labeled and behave consistently across the application.
3.3.3 Error Suggestion	Supports	If an input error is automatically detected in Xurrent and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.
3.3.4 Error Prevention (Legal, Financial, Data)	Not applicable	Xurrent does not cause legal commitments or financial transactions for the user to occur, modify or delete user-controllable data in data storage systems, or submit user test responses.
3.3.8 Accessible Authentication	Supports	A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in the authentication process.

4.1.3 Status Messages

Supports

Updates to content, status changes, and notifications that display visually in Xurrent do have corresponding audio announcements for screen readers.
