

## Webex Contact Center Web Chat widget

### Accessibility test results addendum for Bristol City Council

The accessibility of Cisco products is tested by a centralized team which produces a VPAT (Voluntary Product Accessibility Template) document. The VPAT for the Webex Contact Center product is available [here](#).

Each component is tested against the applicable WCAG 2.1 level A and AA requirements. Due to the extensive list of components tested, not every component is included in the final VPAT report.

The Web Chat widget, which can be used by organizations to interact with individual end-users, is currently one example of such components. The accessibility tests of the Web Chat widget have identified some gaps that required attention. The table below shows the gaps identified during those tests, and these have since been fixed by our product team.

Cisco is committed to meeting Accessibility requirements as they evolve, as part of our solution roadmap. We will continue to work with Bristol City Council and our government customers to ensure that users have accessible options when they use our products.

#### Test Results Summary

Defect 1	High Priority – ADR 2.4.7, 4.1.2, 1.3.1, 2.1.1, 1.1.1
Description	<p>Chat Bubble has some issues with navigating to all interactive elements using keyboard</p> <ul style="list-style-type: none"><li>- No visible focus indicator for “Chat now” button</li><li>- “Chat” button does not have aria-expanded attribute</li><li>- “Send a message” textbox does not have a label (Placeholder text is not a label)</li><li>- SR announces the Emoji button as “attachment button button”, etc</li><li>- Cannot navigate to the Chat History</li><li>- Pressing Esc does not close the Chat Message flyout</li><li>- Cisco logo image does not have ALT</li><li>- “Manual QA – SOLN” is page heading level 1 and SR announces 2 duplicated</li></ul>

Defect 2	High Priority – ADR 2.1.2, 2.1.1
Description	<p>Customer personal information form has some issues</p> <ul style="list-style-type: none"><li>- The focus is trapped on the textbox until the user enters some texts</li><li>- After entering some texts, pressing Tab automatically accepts the text. Users cannot change the input without refreshing the page and start over</li><li>- Cannot navigate to the Submit button</li><li>- The datePicker some issues:<ul style="list-style-type: none"><li>• Cannot navigate to next/prev month</li><li>• When pressing Left/Right arrow keys, SR announces “date must fill 6”</li></ul></li></ul>

	<ul style="list-style-type: none"> <li>• Pressing Up/Down with SR would move the focus out of the datePicker</li> <li>• User cannot enter the date without using the DatePicker</li> </ul> <p>- How Spinner widget work on the Mobile textbox</p>
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<b>Defect 3</b>	<b>High Priority – ADR 2.4.3, 4.1.2</b>
Description	<p>“End chat” dialog has some issues while navigating to all interactive elements</p> <ul style="list-style-type: none"> <li>- The dialog does not have a label</li> <li>- The focus does not remain on the dialog until it closes</li> <li>- After the dialog closes by pressing Esc or Cancel button, the focus does not return to the “View chat options” menu button</li> </ul>