

Statement of Conformance with Web Content Accessibility Guidelines 2.1 Level A and Level AA Success Criteria

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Submitted on: March 15th, 2021

Summary

The tested applications are:

LivePerson Mobile App on Android

Testing Methodology

Conformance assessments were performed by iSoftStone accessibility subject matter experts (SMEs) following an ad hoc testing methodology. Automated and manual testing was performed to identify WCAG 2.1 Level A and AA infractions.

Identified accessibility issues were remediated. After the fixes were implemented another round of accessibility testing was performed to ensure compliance with WCAG 2.1 Level A and AA guidelines.

Technology platforms on which testing was performed.

1. Android: Android 10 version QPRS30.80-64-6-6-5-2, and latest version of TalkBack (via Android Accessibility Suite version 9.1)

Test Results

WCAG testing was performed successfully (where applicable) on each page of the app. There are no known accessibility issues remaining for LivePerson to remediate as of completion of bug fix verification on March 15th, 2021, and all functionalities tested within the scope of this engagement meet WCAG 2.1 Level A and AA criteria (as such criteria exists as of March 2021). If LivePerson decides to make changes to any of the existing functionality or add new functionality to it, LivePerson should get an independent review of the new/updated functionality against WCAG 2.1 Level A and AA guidelines and get this conformance statement updated accordingly.

The list of component and process testing that was performed is as follows:

- Auto Messaging
- Secure Form
- PCS
- Push Notifications (BOTH)
- Agent File/Photo Sharing
- Consumer Photo sharing
- Take Over Conversation
- Structured Content
- Quick Reply
- Auto Close
- CSAT

- Time stamp on Android OS vs relative time for messages
- Window mode
- Agent icons
- Masking
- Link preview

Additional components and processes that were identified during assessment as needing to be reviewed for accessibility were also tested, as follows:

- Voice recording during chat with an agent
- General UI navigation

The following issues (Table A) were identified and remediated.

Title	WCAG Citation	Status
While recording, information regarding the time limit of 2 minutes is not accessible to screen reader users	1.3.1 - Info & Relationships	Fixed
TalkBack reads full date and time stamp information instead of the "X min ago" when navigating through a conversation.	1.3.1 - Info & Relationships	Fixed
Carousel mixed layout element receives confusing screen reader announcement	4.1.1 - Parsing	Fixed
Quick reply text is announced automatically but buttons are not	1.3.1 - Info & Relationships	Fixed
Separator bar after completing PCS survey can receive focus	1.3.1 - Info & Relationships	Fixed
PCS survey posts do not take control of user's focus, so it is not intuitive to swipe backwards to reach the survey answers	3.3.2 - Labels or Instructions	Fixed

The following issues (Table B) were identified and determined to be not fixable or external to the LivePerson application environment.

Title	Reason Not Remediated
Agent icon is identified by screen reader to be a button but it has no actionable functionality	Not fixed because customers implementing LivePerson’s product can provide functionality to this control.
Structured content requires scrolling in 2 directions to fully navigate	This issue requires a complete redesign of the carousel component and cannot be remediated by iSoftStone. Severity of issue is insufficient to justify a redesign.
Each map graphic takes 4 swipes to navigate, screen reader delivers instructions to double-tap to activate when there is no functionality	Map is provided by Google Maps and is out of scope for the product SDK.
Each line of text in a 6-item carousel is a separate swipe to navigate through.	Not fixed because customers implementing LivePerson’s product control this content. Issue was created by the use of placeholder data.
Secure form questions do not inform the user they are required until the user tries to submit the form without answering them	Not fixed because secure form questionnaire is web based and not in scope for the product SDK.
If agent sends a hyperlink, the post is announced as plain text, user has no way to know it can be activated	Bug was not reproducible during remediation. Link is discoverable as expected.