

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

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## Summary

The tested applications are:

### LivePerson Mobile App on iOS

## 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 by iSoftStone development teams. 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. iOS: iOS version 12.3.1, and latest version of VoiceOver as of that iOS version

## 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 remediation on January 31<sup>st</sup>, 2020, 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 January 2020). 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 iOS 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 by iSoftStone.

Title	WCAG Citation	Status
[ISS00005][LivePerson Mobile-iOS] Each line of text in a 6-item carousel is a separate swipe to navigate through.	4.1.1 - Parsing	Resolved
[ISS00014][LivePerson Mobile-iOS] When using VoiceOver and swipe navigating to off-screen carousel elements, nothing visually loads on screen	2.4.7 - Focus Visible	Resolved
[ISS00018][LivePerson Mobile-iOS] "Fill in form" button does not inform user when it is still loading	1.3.1 - Info & Relationships	Resolved
[ISS00025][LivePerson Mobile-iOS] If agent sends a hyperlink, the post is announced as plain text, user has no way to know it can be activated	4.1.2 - Name, Role, Value	Resolved
[ISS00008][LivePerson Mobile-iOS] Elements with functionality of hyperlinks are being announced as buttons	4.1.2 - Name, Role, Value	Resolved
[ISS00017][LivePerson Mobile-iOS] Attachments are always announced as "image"	4.1.2 - Name, Role, Value	Resolved
[ISS00024][LivePerson Mobile-iOS] Separator bar after completing PCS survey can receive focus	1.3.1 - Info & Relationships	Resolved
[ISS00009][LivePerson Mobile-iOS] Links and buttons are visually indistinct from one another	3.2.4 - Consistent Identification	Resolved
[ISS00010][LivePerson Mobile-iOS] Quick reply text is announced automatically but buttons are not	1.3.1 - Info & Relationships	Resolved

[ISS00011][LivePerson Mobile-iOS] Settings and agent profile buttons are unlabeled	4.1.2 - Name, Role, Value	Resolved
[ISS00012][LivePerson Mobile-iOS] "Ellipses" buttons does not have a descriptive enough name for users to judge what activating it will do	4.1.2 - Name, Role, Value	Resolved
[ISS00019][LivePerson Mobile-iOS] VoiceOver begins announcing survey questions as they are published to the chat before they finish loading, causing them to be partially announced, interrupted, then announced again	4.1.1 - Parsing	Resolved
[ISS00022][LivePerson Mobile-iOS] "Submit Form" button can receive focus after the form has been submitted and the button is removed	4.1.1 - Parsing	Resolved
[ISS00013][LivePerson Mobile-iOS] With VoiceOver turned on, user cannot scroll left or right to access carousel content	2.1.1 - Keyboard	Resolved but not verified due to access restrictions
[ISS00015][LivePerson Mobile-iOS] When using VoiceOver and attempting to navigate to the third or subsequent carousel element, focus moves unexpectedly to the top of the UI	2.1.1 - Keyboard	Resolved but not verified due to access restrictions
[ISS00016][LivePerson Mobile-iOS] When using VoiceOver and swipe navigating to off-screen quick reply buttons, the focus moves off screen and the viewport does not follow it	2.4.7 - Focus Visible	Resolved but not verified due to access restrictions

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

Title	Reason Not Remediated
[ISS00023][LivePerson Mobile-iOS] Secure form questions do not inform the user they are required until the user tries to submit the form without answering them	This is an issue on an external website, not within LivePerson's product. This cannot be remediated by LivePerson.

<p>[ISS00001][LivePerson Mobile-iOS] Carousel element buttons all have the same text label but they all have unique functionality</p>	<p>Customers implementing LivePerson’s product must provide unique text labels for actionable controls with unique functionality. This cannot be remediated by LivePerson.</p>
<p>[ISS00007][LivePerson Mobile-iOS] Unique images need unique alternative text</p>	<p>Customers implementing LivePerson’s product must provide adequate alt text for images. This cannot be remediated by LivePerson.</p>
<p>[ISS00020][LivePerson Mobile-iOS] "Start recording" button cannot be navigating to or activated when VoiceOver is on</p>	<p>This UI became obsolete in the time between testing and implementing bug fixes. The button referenced here no longer exists as a part of the application.</p>
<p>[ISS00021][LivePerson Mobile-iOS] No method of giving photo attachments alternative text is provided to agents to help blind and low vision users</p>	<p>This is a feature that should be considered for future versions of the application. This cannot be remediated by iSoftStone.</p>
<p>[ISS00003][LivePerson Mobile-iOS] Screen readers announce different name than text labels for buttons in 2-item carousels</p>	<p>Customers implementing LivePerson’s product must provide text labels for a control that match the screen reader announcement of that control. This cannot be remediated by LivePerson.</p>
<p>[ISS00004][LivePerson Mobile-iOS] Full text of a carousel item is not read by the screen reader when user swipes to it.</p>	<p>Customers implementing LivePerson’s product must provide text labels for a control that match the screen reader announcement of that control. This cannot be remediated by LivePerson.</p>
<p>[ISS00002][LivePerson Mobile-iOS] Structured content requires scrolling in 2 directions to fully navigate</p>	<p>This issue requires a complete redesign of the carousel component and cannot be remediated by iSoftStone due to budget and time restrictions.</p>
<p>[ISS00006][LivePerson Mobile-iOS] When agent sends a mixed layout carousel element, what the user receives is different than what the agent's display is showing was sent</p>	<p>This issue could not be reproduced during remediation and was determined to be a result of the test environment during the original assessment.</p>