

Loop by Benbria Accessibility Conformance Report

WCAG Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version: Loop Experience Platform 4.19

Report Date: March 15th, 2023

Product Description: Omni-Channel Customer Experience Management Platform

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Notes:

The creator of the survey plays an important role in ensuring that its content is accessible.

The following question types were evaluated for conformance:

- Radio buttons
- Checkbox
- Dropdown
- Single input text entry
- Comment box text entry

- HTML
- Boolean
- CSAT
- Contact details
- Location
- 5 Star
- CES
- NPS

Evaluation Methods Used:

A combination of in-house manual testing and 3rd party automated testing was performed. Automated tests were conducted using Google Lighthouse accessibility checker, AccessiBe AccessScan automated checker, and Wave Web Accessibility Evaluation Tool. Manual testing was conducted on a Chrome browser (version 103.0.5060.114) using the official Screen Reader plugin developed by Google. Mobile testing was conducted on iOS (version 16.0/Safari 16) using VoiceOver. Additional mobile testing was performed on Android (version 12.0/Chrome 106) using TalkBack.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A Level AA
Web Content Accessibility Guidelines 2.1	Level A Level 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.
- **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

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:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Logos included within the survey include alternative descriptive text
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not applicable	Not applicable – no prerecorded audio-only or video-only media
1.2.2 Captions (Prerecorded) (Level A)	Not applicable	Not applicable – no prerecorded audio-only or video-only media
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not applicable	Not applicable – no prerecorded audio-only or video-only media
1.3.1 Info and Relationships (Level A)	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined
1.3.2 Meaningful Sequence (Level A)	Supports	The reading order of all content is preserved such that the user can understand its meaning. The content’s correct sequence can be programmatically determined
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions provided for understanding and operating content do not rely on shape, color, size, location, orientation, or sound.
1.4.1 Use of Color (Level A)	Supports	Survey does not rely on color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A)	Not applicable	Not applicable – no audio
2.1.1 Keyboard (Level A)	Supports	Survey can be designed to be completed through the use of keyboard inputs
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus does not get trapped anywhere in survey
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not applicable	Not applicable - There are no character key shortcuts
2.2.1 Timing Adjustable (Level A)	Supports	Only applicable in kiosk format: survey times out after 30 second of inactivity; however, timer can be reset by tapping anywhere on screen
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	Not applicable – no moving, blinking , scrolling or auto-updating blocks of information

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	Not applicable – no flashing elements exist in the application
2.4.1 Bypass Blocks (Level A)	Supports	ARIA landmarks are used to allow respondents direct access to the main content area
2.4.2 Page Titled (Level A)	Supports	All web pages have titles that describe topic or purpose
2.4.3 Focus Order (Level A)	Supports	Components receive focus in an order that preserves meaning and operability
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be determined from the link text alone
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Completion of the function is on the up-event, and a mechanism is available to abort the function before completion
2.5.3 Label in Name (Level A 2.1 only)	Supports	UI components with labels that include text have name that contains the text that is presented visually
2.5.4 Motion Actuation (Level A 2.1 only)	Not applicable	Not applicable – loop kiosks do not support any motion other than tapping (i.e., does not support shaking or tilting, doesn't have sensors that can pick up and interpret gestures)
3.1.1 Language of Page (Level A)	Supports	The default language of the webpage can be programmatically determined
3.2.1 On Focus (Level A)	Supports	There are no instances of focus initiating a change of context
3.2.2 On Input (Level A)	Supports	Context is only changed when navigating to next or previous page of survey
3.3.1 Error Identification (Level A)	Supports	If a required field is not filled, the user will be alerted
3.3.2 Labels or Instructions (Level A)	Supports	Labels are provide for instances where content requires user input
4.1.1 Parsing (Level A)	Supports	No duplicate IDs, and tags are appropriately opened, closed and nested
4.1.2 Name, Role, Value (Level A)	Supports	UI components have name, role, and value indicated

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	Not applicable – Loop does not have live audio content
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	Not applicable – Loop does not have pre recorded video content
1.3.4 Orientation (Level AA 2.1 only)	Supports	Surveys are presented appropriately on portrait and landscape screen formats of varying sizes
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The specific type of data expected for each available form input is programmatically declared.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Default text has a contrast ratio of at least 4.5:1, except for large text, incidental text, and logotypes. The designer of the survey has control over theming and colors which can be made compliant.
1.4.4 Resize text (Level AA)	Supports	Text can be resized without assistive technology up to 200 percent without loss of content or functionality
1.4.5 Images of Text (Level AA)	Supports	Images of text are not used to convey information
1.4.10 Reflow (Level AA 2.1 only)	Supports	Pages are fully responsive and do not require scrolling in two dimensions at width of 320 px or height of 256 px
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	Survey can be designed to include non-text UI elements that provide a contrast ratio of at least 3:1 to their adjacent colors. NPS, 5 star, CES, and CSAT (number theme) do not meet contrast ratio of 3:1 (expected fix date: May 02, 2023)
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	No loss of content or functionality occurs when increasing line height, spacing following
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Not applicable	Not applicable – no hover text
2.4.5 Multiple Ways (Level AA)	Not applicable	Surveys are presented on a single webpage. Survey pages follow sequential steps in a process.
2.4.6 Headings and Labels (Level AA)	Supports	All heading and labels describe topic or purpose

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Supports	Any keyboard operable UI has a mode of operation where the focus indicator is visible
3.1.2 Language of Parts (Level AA)	Supports	Language of each passage or phrase in the survey can be programmatically determined
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms that are repeated on different pages of the survey occur in the same relative order each time they are repeated
3.2.4 Consistent Identification (Level AA)	Supports	Components with same functionality are identified consistently
3.3.3 Error Suggestion (Level AA)	Supports	UI will indicate that entry or text is required for questions that are required
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Survey content can be reviewed, altered, and confirmed before submission
4.1.3 Status Messages (Level AA 2.1 only)	Supports	In content implemented using markup languages, status messages can be programmatically determined through role

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