Intelligent Voice-Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version: Intelligent Voice

Product Description: Intelligent Voice provides speech transcription and biometric identification

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Contact information: Nigel Cannings - nigel.cannings@intelligentvoice.com

Notes: This document has been completed based on the current tested and specified functionality of the named application

Evaluation Methods Used: Evaluation is based on general product knowledge and testing with assistive technologies

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

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 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially Supports	Intelligent Voice does not use many images. Some purely decorative elements that have no functional or informational purpose may not provide a text alternative, so that screen reader can ignore them. However, canvas graphic component (hypertree) under the "Details" section does not have alternative text.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	As an alternative for Audio only and Video only files, a text transcript is provided.

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	Pre-recorded videos in Intelligent Voice do not require captions to process the output.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Not Applicable**	There is no pre-recorded audio described videos in the Intelligent Voice.
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Supports**	Intelligent Voice uses a logical structure for most of the areas.
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Partially Supports**	Intelligent Voice presents content in a meaningful order. Exceptions : ● Reading order is incorrect after "Search Results", "Display as" and "Results 1 to 1 of 1 results" ● Reading order is incorrect in the configuration page description links
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Supports**	Intelligent Voice does not rely on sensory information alone to convey meaning. A textual representation is always used as the primary mechanism for conveying information.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Supports**	Intelligent Voice does not rely only on color coding to convey information.

1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Supports**	Intelligent Voice does not play audio or video automatically. All media files have play and pause buttons.
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Partially Supports**	Most of the application functionality can be accessed by keyboard only except the following, ● Topic item menus (3 options) in the left navigation section is not keyboard accessible. ● Expand buttons in the right navigation is not keyboard accessible. ● Details section graph (hypertree) items are not keyboard accessible.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Supports**	Intelligent Voice supports standard keyboard navigation and ensures that keyboard users cannot be trapped in a subset of content.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Not Applicable**	There is no necessity in Intelligent Voice to provide extended time.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Supports**	Intelligent voice does not use moving or blinking content.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to:	**Supports**	Intelligent Voice does not use flashing content.

2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	**Supports**	Intelligent Voice provides a "Skip to main content" link.
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Does Not Support**	Intelligent Voice does not provide page titles.
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Intelligent Voice uses a logical tab order through interactive elements such as links and form controls.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	Intelligent Voice uses descriptive text to identify the purpose of most links except the following, • All slider buttons announced as "number" link. • In jump to topics there are few numbered only links.
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Does Not Support**	Language attributes are not used for most of the pages.

	Partially Supports	When user interface receives focus, most of the components in Intelligent Voice do not initiate a change of context except the following, • When a JAWS user selects an item from the Details section graph (hypertree), focus does not go to item selected. • When a JAWS user selects a media file, focus does not go to details section. • When a JAWS user presses the "Save Bookmark" button, focus does not remain in the same button.

3.2.1 On Focus (Level A)
Also applies to:
2017 Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)		

3.2.2 On Input (Level A)
Also applies to:
2017 Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Supports	Changing the setting of a component in Intelligent Voice, does not initiate a change of context.

3.3.1 Error Identification (Level A)
Also applies to:
2017 Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Supports	Application clearly identify input errors.

3.3.2 Labels or Instructions (Level A)
Also applies to:
2017 Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Partially Supports	Most of the input fields are clearly labeled except for the following,
		
		Search, Fields under "Filter Search" (Checkboxes, To & From).

4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software)	**Supports**	Intelligent Voice conforms to proper markup semantics.

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Partially Supports**	The name, role, and value of interface elements are available to assistive technology except in expand/collapse items.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Not Applicable**	Intelligent Voice does not use synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Not Applicable**	Pre-recorded videos in Intelligent Voice do not require audio descriptions to process the output.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Partially Supports**	Most of the core interfaces and content meet 4:5:1 color contrast requirement except for few button labels and text.
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Supports**	Intelligent Voice supports standard zoom capabilities built into modern web browsers and operating systems. Text can be resized to at least 200 percent without loss of content or functionality.

1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Supports**	Intelligent Voice does not use any images of text to convey information to the user.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	**Supports**	Intelligent Voice provides capabilities for incorporating navigation links and search functions in user interfaces.
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Supports**	Intelligent Voice uses clear headings and labels.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Support**	Visual keyboard focus is available across the Intelligent Voice.
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Not Supported**	Intelligent Voice does not use language attributes for subsets of a page.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool)	**Supports**	Intelligent Voice uses consistent navigation across the application.

● 602.3 (Support Docs) – Does not apply to non-web docs		

3.2.4 Consistent Identification (Level AA)
Also applies to:
2017 Section 508
   ● 501 (Web)(Software) – Does not apply to non-web software
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	Intelligent Voice uses icons and buttons consistently across the application.

3.3.3 Error Suggestion (Level AA)
Also applies to:
2017 Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Supports	Intelligent Voice clearly identify input errors.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
2017 Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Supports	Intelligent Voice reduces the risk of input errors.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Screen reader users can read most of the elements in the application.
302.2 With Limited Vision	Supports	Intelligent Voice supports standard browser magnification and contrast adjustments. Text can be resized to at least 200 percent.
302.3 Without Perception of Color	Supports	Application does not rely only on color coding to convey information.
302.4 Without Hearing	Supports	Application does not rely on sound alone to access any of its core functionality.
302.5 With Limited Hearing	Supports	Application does not rely only on audio to present information.
302.6 Without Speech	Supports	Application does not rely on speech input alone to access any of its core functionality.
302.7 With Limited Manipulation	Supports	Intelligent Voice supports standard input mechanisms such as user-provided keyboards and pointing devices. Usage of the application does not require fine motor controls.
302.8 With Limited Reach and Strength	Supports	Application does not require simultaneous actions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	There is a simpler workflow and documentation to convey meaning of functions within the application.

Chapter 4: Hardware

Notes: This section is not applicable to the product, as there are no hardware components.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	**Supports**	Most of the windows accessibility features work with the application.
502.2.2 No Disruption of Accessibility Features	**Supports**	Application does not disrupt Operating Systems features that are defined in the platform documentation as accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	**Supports**	Role, properties and state of interface elements are available to assistive technology.
502.3.2 Modification of Object Information	**Supports**	Application uses standard objects for maximum compatibility with assistive technologies.
502.3.3 Row, Column, and Headers	**Supports**	Application uses standard HTML attributes to define table structure and relationships, including column and row headers, to Assistive Technologies.
502.3.4 Values	**Supports**	Application uses standard values for maximum compatibility with assistive technologies.

502.3.5 Modification of Values	**Supports**	Application uses standard values for maximum compatibility with assistive technologies.
502.3.6 Label Relationships	**Partially Supports**	Application uses standard HTML attributes to describe label relationships of user interface elements to assistive technologies except for the issues mentioned in section 3.3.2 Labels or Instructions.
502.3.7 Hierarchical Relationships	**Supports**	Hierarchical relationships like heading structure and list items are identified by screen reader users.
502.3.8 Text	**Supports**	Application renders strings as plain text values in HTML for maximum compatibility with assistive technologies.
502.3.9 Modification of Text	**Supports**	Application renders strings as plain text values in HTML for maximum compatibility with assistive technologies.
502.3.10 List of Actions	**Supports**	Application allow users of assistive technology to know what actions are available and to perform.
502.3.11 Actions on Objects	**Supports**	Application allows assistive technology to programmatically execute available actions on objects.
502.3.12 Focus Cursor	**Supports**	Application expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.
502.3.13 Modification of Focus Cursor	**Supports**	Application uses standard HTML elements with standard cursor controls for user input.
502.3.14 Event Notification	**Does Not Support**	Notification of events relevant to user interactions are not notified to assistive technology.
502.4 Platform Accessibility Features	**Not Applicable**	This criterion only applies to platform software such as Operating Systems.

503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	**Supports**	Applications allows user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	**Not Applicable**	There is no requirement to provide alternative user interfaces.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	**Not Applicable**	Pre-recorded videos in Intelligent Voice do not require captions to process the output.
503.4.2 Audio Description Controls	**Not Applicable**	There is no pre-recorded audio described videos in the Intelligent Voice.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	**Not Applicable**	This is not an authoring tool
504.2.2 PDF Export	**Not Applicable**	There is no requirement do PDF exports in the application.
504.3 Prompts	**Not Applicable**	This is not an authoring tool
504.4 Templates	**Not Applicable**	This is not an authoring tool

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	**Partially Supports**	Accessibility and compatibility features of the product documentation are not available now but can be given on request.
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	**Partially Supports**	Alternate Formats for non-electronic support documentation is not available now but can be given on request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	**Partially Supports**	Information on accessibility and compatibility features of this application is not available now but can be given on request.
603.3 Accommodation of Communication Needs	**Supports**	Support services are provided over the phone, or by email to meet the communication needs of end users with disabilities.

Legal Disclaimer

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