Statement of Conformance with Web Content Accessibility Guidelines 2.0 Level A and Level AA Success Criteria (WCAG 2.0) for Web Access by Persons

with Disabilities

Submitted by: Deque Systems, Inc.

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The tested components are:

LiveEngage Engagement Window, Engagements and Messaging App

The LiveEngage chat application and Engagement functionality have been tested for conformance with all Success Criteria and Conformance Requirements from the World Wide Web Consortium (W3C) Recommendation June 27, 2018 Web Content Accessibility Guidelines (WCAG) 2.0 for Level A and AA and the results are as follows:

Primary functions	Conformant Desktop Embedded	Conformant Desktop Separate Browser Mode	Conformant iOS Web	Conformant Android Web
Project-Wide	✓	✓	✓	✓
Engagements – Sticky Button	✓	✓	✓	✓
Engagements – Slide-out	✓	✓	✓	✓
Engagements – Embedded Button	✓	✓	✓	✓
Engagements – Overlay banner	✓	✓	✓	✓
Engagements – Toaster banner	✓	✓	✓	✓
Engagements – Peeling Corner	✓	✓	✓	✓
Engagement Window – Chat Window	✓	✓	✓	✓
Engagement Window – Chat Window-End chat survey modal	✓	✓	✓	✓
Engagement Window – Pre Chat Survey	✓	✓	✓	✓

Engagement Window – Offline survey	✓	✓	✓	✓
Engagement Window – Post chat survey	✓	✓	✓	✓
Engagement Window – ID&V survey	✓	✓	✓	✓
Engagement Window - Secure Form (PCI)	✓	✓	✓	✓
CoBrowse - Invitation	✓	✓	✓	✓
CoBrowse - Session	✓	✓	✓	✓
Engagement Window – Messaging Window	✓	✓	✓	✓
Engagement Window – Messaging Window-End chat survey modal	✓	✓	✓	✓
Engagement Window – Messaging Post chat survey	✓	✓	✓	✓
Engagement Window - Window Widget	✓	✓	✓	✓
Messaging Pop-out- All Screens	✓	✓	✓	✓

Note: Check mark (✓) in the table above indicate that all pages tested meet the WCAG conformance criteria (as such criteria exists as of June 27, 2018).

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Scope of Conformance

Following screens for the Chat App and Engagement functionalities were assessed for conformance to WCAG 2.0 Level A and AA guidelines pursuant to the Statement of Work (titled "Deque Consulting Agreement") between LivePerson Inc., and Deque dated June 19, 2017 for accessibility assessment and validation services for their LiveEngage Chat application functionality.

Unit #	Unit Name
1	Project-Wide
2	Engagements – Sticky Button
3	Engagements – Slide -out
4	Engagements – Embedded Button
5	Engagements – Overlay banner
6	Engagements – Toaster banner
7	Engagements – Peeling Corner
8	Engagement Window – Chat Window
9	Engagement Window – Chat Window-End chat survey modal
10	Engagement Window – Pre Chat Survey
11	Engagement Window – Offline survey
12	Engagement Window – Post chat survey
13	Engagement Window – ID&V survey
14	Engagement Window - Secure Form (PCI)
15	CoBrowse - Invitation
16	CoBrowse - Session
17	Engagement Window – Messaging Window
18	Engagement Window – Messaging Window-End chat survey modal
19	Engagement Window – Messaging Post chat survey
20	Engagement Window - Window Widget
21	Messaging Pop-out- All Screens

Testing Methodology

Conformance assessments were performed by Deque accessibility Subject Matter Experts (SMEs) following the Deque Way methodology. Automated and manual testing was performed to identify WCAG 2.0 Level A and AA infractions.

Identified accessibility issues were remediated by the LivePerson development team. After the fixes another round of accessibility testing was performed to ensure compliance with WCAG 2.0 Level A and AA guidelines.

Technology Platforms on which Testing was performed

1. Windows 10 OS, Firefox 60.0.2, NVDA 2018.2.1- screen reader
2. iPhone 6S: iOS 11.2.2, Safari Version VoiceOver - screen reader
3. Android: Android 8.1,Chrome 66.0.3 TalkBack 6.1.0 - screen reader

Deque SMEs included individuals with visual disability who performed assessments with visual aids, and also provided inputs to enhance usability of the application for individuals with disabilities.

WCAG Tests

Level	WCAG Criteria	Description
A	1.1.1 Non-Text Content	All linked images MUST have descriptive, appropriate alternative text (alt attribute value, title attribute value, aria-label property or aria-labelledby property) that serves the same purpose and presents the same information as the linked image.
A	1.2.1 Audio-only and Video-only (Prerecorded)	Prerecorded audio web-based files such as mp3 files and audio podcasts MUST come with an adjacent or easily reachable descriptive text transcript or verbatim. Prerecorded video files that contain no dialog MUST come with an adjacent or easily reachable text or audio description of what happens on the visual track.
A	1.2.2 Captions (Prerecorded)	Prerecorded, web-based video files MUST come with text-based synchronized captions.
A	1.2.3 Audio Description or Media Alternative (Prerecorded)	Prerecorded video files containing essential information that is only conveyed visually MUST come with an adjacent or easily reachable full text alternative describing the important visual details OR an audio description track. Note: If conforming to Level AA, this checkpoint is a duplicate and considered "N/A".
AA	1.2.4 Captions (Live)	All live multimedia files that contain audio MUST come with text-based synchronized captions.

AA	1.2.5 Audio Description (Prerecorded)	All web-based video files containing essential information that is only conveyed visually MUST come with a synchronized soundtrack with audio description in which gaps in dialogue are used to convey essential information regarding the visual content.
A	1.3.1 Info & Relationships	Elements MUST be used according to their meaning, not because of the way they appear visually. For groups of related controls where the individual labels for each control do not provide a sufficient description, fieldset and legend (or ARIA) MUST be used to describe the relationship. Labels MUST be programmatically associated with form input elements, using label (explicit or implicit), title, aria-labelledby or aria-label.
A	1.3.2 Meaningful Sequence	The reading and navigation order (determined by code order) MUST be logical and intuitive. Dynamically generated content following user interaction MUST meet one of the following: assistive technology is automatically made aware of the new content OR the new content is the very next thing the assistive technology will encounter on the page.
A	1.3.3 Sensory Characteristics	Instructions provided to users MUST rely on more than just visual or auditory cues.
A	1.4.1 Use of Color	Color MUST NOT be used as the sole method of conveying content or distinguishing visual elements.
A	1.4.2 Audio Control	A mechanism MUST be provided to stop, pause, mute, or adjust volume for audio that automatically plays on a page for more than 3 seconds.
AA	1.4.3 Contrast (Minimum)	Regular text and images of regular text MUST have a contrast ratio of at least 4.5 to 1 with the background. Large text and images of large text (at or over 18 point or 14 point bold) MUST have a contrast ratio of at least 3 to 1 with the background.
AA	1.4.4 Resize Text	The page MUST be readable and functional when browser zoom is set to 200% of its initial size.
AA	1.4.5 Images of Text	If the same visual presentation can be made using text alone, an image MUST NOT be used to present that text.
A	2.1.1 Keyboard	Page functionalities MUST be available using the keyboard, unless the functionality cannot be accomplished in any known way using a keyboard. Page-specified shortcut keys and access keys MUST NOT conflict with existing browser and screen reader shortcuts.
A	2.1.2 No Keyboard Trap	Keyboard focus MUST NOT be locked or trapped in a particular page element and the user MUST be able to navigate to and from all navigable page elements using only a keyboard.

A	[2.2.1 Timing Adjustable](#)	If a page or application has a time limit, the user MUST be given options to turn off, adjust, or extend that time limit.
A	[2.2.2 Pause, Stop, Hide](#)	Automatically moving, blinking, or scrolling content that lasts longer than 5 seconds, or automatically updating content MUST be able to be paused, stopped, or hidden by the user.
A	[2.3.1 Three Flashes or Below Threshold](#)	A page MUST NOT contain content that flashes more than 3 times per second unless that flashing content is sufficiently small, the flashes are of low contrast and do not violate general flash thresholds.
A	[2.4.1 Bypass Blocks](#)	A method MUST be provided to skip navigation and other page elements that are repeated across web pages. If a page has a proper heading structure and/or ARIA landmarks, this is a sufficient technique instead of a 'Skip to main content' link.
A	[2.4.2 Page Titled](#)	Pages/Frames MUST have descriptive, informative and unique page titles.
A	[2.4.3 Focus Order](#)	The navigation order of links, form elements, etc. MUST be logical and intuitive.
A	[2.4.4 Link Purpose (In Context)](#)	The purpose of each link MUST be able to be determined from the link text alone, or from the link text and the context. Context = same sentence, paragraph, list item, or table cell as the link, or in the table header cell for a link in a data table or ARIA techniques to associate additional text on the page with the link.
AA	[2.4.5 Multiple Ways](#)	Multiple ways MUST be available to find other web pages on the site - at least two of: a list of related pages, table of contents, site map, site search, or list of all available web pages.
AA	[2.4.6 Headings and Labels](#)	Page headings and Labels for form and interactive controls MUST be informative.
AA	[2.4.7 Focus Visible](#)	It MUST be visually apparent which page element has the current keyboard focus (i.e., as you tab through the page, you can see where you are).
A	[3.1.1 Language of Page](#)	The language of the page MUST be identified using the HTML lang attribute.
AA	[3.1.2 Language of Parts](#)	The language of sections of content that are a different from the page's default language MUST be identified, using the HTML lang attribute.
A	[3.2.1 On Focus](#)	When a page element receives focus, it MUST NOT result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user.

A	3.2.2 On Input	When a user inputs information or interacts with a control, it MUST NOT result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user unless the user is informed of the change ahead of time.
AA	3.2.3 Consistent Navigation	Navigation patterns that are repeated on web pages MUST be presented in the same relative order each time they appear and MUST NOT change order when navigating through the site.
AA	3.2.4 Consistent Identification	Elements such as labels, names, and text alternatives for content that have the same functionality across multiple web pages MUST be consistently identified.
A	3.3.1 Error Identification	Required form elements or form elements that require a specific format, value, or length MUST provide this information programmatically using (Element's label/WAI ARIA/HTML5). This success criteria MAY also be passed by providing an error message indicating a required field (or format) needs to be corrected.
A	3.3.2 Labels or Instructions	Sufficient labels for form field elements MUST be provided for all users (sighted and non-sighted).
A	3.3.2 Labels or Instructions	Sufficient instructions for form field elements MUST be provided.
AA	3.3.3 Error Suggestion	If input errors are automatically detected, suggestions MUST be provided in text for fixing the input in a timely and accessible manner before the data is submitted to the server.
AA	3.3.4 Error Prevention (Legal, Financial, Data)	If the user can change or delete legal, financial, student exam responses, or unrecoverable/unintentionally modified or deleted data, the changes/deletions MUST be reversible, verified, or confirmed.
A	4.1.1 Parsing	Elements MUST have complete start and end tags, be nested according to their specifications, and MUST NOT contain duplicate attributes.
A	4.1.2 Name, Role, Value	The name, role and value of page components MUST be programmatically determinable by assistive technologies.

Test Results

Tests listed under Test Methodology – WCAG Tests were performed successfully (where applicable) on each screen identified in the Scope section. There are no known accessibility issues remaining for LivePerson to remediate at this point and all functionalities tested within the scope of this engagement meet WCAG 2.0 Level A and AA criteria (as such criteria exists as of June 27, 2018). 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 2.0 Level A and AA guidelines and get this conformance statement updated accordingly.