

2Ring Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: 2Ring Dashboards & Wallboards – Cloud Edition

Report Date: June 2024

Product Description: real-time reporting and alerting software for contact centers

Contact Information: info@2ring.com

Notes: N/A

Evaluation Methods Used: Testing is based on knowledge of general product functionality. The following testing was done on a Windows 11 with Microsoft Edge and with standard keyboard.

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 (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected 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 only be used in WCAG Level AAA criteria.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- 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

Notes: **We evaluated criteria with the following representation of the Conformance Level: Web: DW App | Electronic Docs: Documentation | Software: 2Ring Power Tool | Authoring Tool: DW Editor.**

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Does Not Support Software: Does Not Support Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: There is no pre-recorded audio only or video only content. Electronic Docs: There is no pre-recorded audio only or video only content. Software: There is no pre-recorded audio only or video only content. Authoring Tool: There is no pre-recorded audio only or video only content.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: There is no pre-recorded audio only or video only content. Electronic Docs: There is no pre-recorded audio only or video only content. Software: There is no pre-recorded audio only or video only content. Authoring Tool: There is no pre-recorded audio only or video only content.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: There is no pre-recorded audio only or video only content. Electronic Docs: There is no pre-recorded audio only or video only content. Software: There is no pre-recorded audio only or video only content. Authoring Tool: There is no pre-recorded audio only or</p>

Criteria	Conformance Level	Remarks and Explanations
		video only content.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does Not Support Electronic Docs: Does Not Support Software: Does Not Support Authoring Tool: Does Not Support</p>	<p>Web: Structures and relationships are not programmatically determined or available in text Electronic Docs: Structures and relationships are not programmatically determined or available in text Software: Structures and relationships are not programmatically determined or available in text Authoring Tool: Structures and relationships are not programmatically determined or available in text</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Partially Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Keeps meaningful order of the content but not programmatically determined Software: Authoring Tool:</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Partially Supports</p>	<p>Web: Not all interactive actions work with a keyboard. Electronic Docs: Supports Software: Supports Authoring Tool: Not all interactive actions work with a keyboard.</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Partially Supports</p>	<p>Web: Snack bar notifications are not time adjustable Electronic Docs: Software: Snack bar notifications are not time adjustable Authoring Tool: Snack bar notifications are not time adjustable</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does not Support Electronic Docs: Not Applicable Software: Does Not Support Authoring Tool: Does Not Support</p>	<p>Web: There is no meaningful content in the product that can be paused Electronic Docs: Software: There is no meaningful content in the product that can be paused Authoring Tool: There is no meaningful content in the product that can be paused</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Support Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs Software: Authoring Tool:</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: There is no content to which a success criterion applies Software: Authoring Tool:</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: There is no content to which a success criterion applies Software: Authoring Tool:</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: There is no content to which a success criterion applies Software: Authoring Tool:</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: WCAG 2.0 – Always answer ‘Supports’ Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Not Applicable Software: Partially Supports Authoring Tool: Partially Supports</p>	<p>Web: Some elements do not have corrected Name, Role and Value. Electronic Docs: There is no content to which a success criterion applies Software: Some elements do not have corrected Name, Role and Value. Authoring Tool: Some elements do not have corrected Name, Role and Value.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: There is no live audio or video content. Electronic Docs: There is no live audio or video content. Software: There is no live audio or video content. Authoring Tool: There is no live audio or video content.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: There is no pre-recorded audio content. Electronic Docs: There is no pre-recorded audio content. Software: There is no pre-recorded audio content. Authoring Tool: There is no pre-recorded audio content.</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p>	<p>Web: Supports Electronic Docs: Does Not</p>	<p>Web: Electronic Docs: Text size, style and color is not</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Support Software: Supports Authoring Tool: Supports	adjustable in documentation Software: Authoring Tool:
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 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 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Electronic Docs: Authoring Tool:
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: There are no multiple languages phrases on a page. Electronic Docs: There are no multiple languages phrases on a page. Software: There are no multiple languages phrases on a page. Authoring Tool: There are no multiple languages phrases on a page.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Electronic Docs: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Authoring Tool:</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Not Applicable Software: Authoring Tool: :</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>

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Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not support	
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Partially Supports	The product does not fully support users without perception of color, please see “W3C WCAG 2.0 Level A and AA for Web Application” table for more details.
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	The product does not fully support users without perception of color, please see “W3C WCAG 2.0 Level A and AA for Web Application” table for more details.
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Support for users with limited language, cognitive, and learning abilities vary and depends on the user’s experience.

Chapter 4: [Hardware](#)

Notes: 2Ring does not provide any Hardware and thus the entire Hardware section does not apply / is deemed as not applicable.

Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x 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	
502.2.2 No Disruption of Accessibility Features	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Descriptions are not programmatically determinable.
502.3.2 Modification of Object Information	Does not Support	
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Supports	
502.3.5 Modification of Values	Does not Support	
502.3.6 Label Relationships	Partially Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Does not Support	
502.3.10 List of Actions	Does not Support	
502.3.11 Actions on Objects	Does not Support	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Does not Support	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Partially Supports	9.3.3,4,5 - Supports 10.6.7,8 - Does not Support 10.6.9, 7.1 - Supports
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	
503.3 Alternative User Interfaces	Not Applicable	There is no alternate user interface used as assistive technology for this product.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	

Criteria	Conformance Level	Remarks and Explanations
503.4.2 Audio Description Controls	Not Applicable	The product does not have program selection.

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	Does not Support	There is no specific accessibility features documentation.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Electronic format is used for documentation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Contact 2Ring via email, info@2Ring.com for more information.
603.3 Accommodation of Communication Needs	Supports	2Ring conforms through equal facilitation. Customers may reach 2Ring Service Desk via Phone, Email, or Web Form.

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