

Botcopy Accessibility Conformance Report

WCAG Edition

(Based on VPAT[®] Version 2.5)

Name of Product/Version:

Botcopy Messenger v2.2

Report Date:

April 16th, 2026

Product Description:

Botcopy is a web-based messaging platform for enterprise and public sector organizations that enables the deployment of conversational AI across websites and applications. The platform integrates with cloud-based AI services, including Google's Gemini Enterprise CX and related technologies, and provides modular frontend components designed to meet accessibility, usability, and compliance requirements, including WCAG 2.2 AA.

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Notes:

This report does not evaluate the accessibility of any content under complete control of third-party integrations, customer-controlled alternative text for uploaded images, customer-controlled captions or transcripts for multimedia content, or embedded content such as customer-controlled iFrames. However,

Botcopy’s unique technology enables uncommonly stringent accessibility requirements to be completely satisfied using the Botcopy framework. Our documentation outlines options for meeting these accessibility requirements using Botcopy’s built-in compliance features and functionality.

Evaluation Methods Used:

This conformance report is based on the results of an accessibility audit conducted by Zenyth on all chatbot flows for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.2, level AA.

The following applications were used as part of the audit to identify potential accessibility issues:

- Desktop browsers: Chrome, Firefox, and Safari.
- Assistive technologies: Jaws, NVDA, and VoiceOver.

Accessibility testing tools: ARC Toolkit, Accessibility Viewer, Browser Developer Tools, ANDI, axe DevTools, WAVE and Colour Contrast Analyser.

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)

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.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, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Non-text content that is presented to the user has a text alternative that serves the equivalent purpose. Customers are provided with the ability to add alternative text to images they upload.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Botcopy does not present any prerecorded audio-only or video-only media. Customers are provided with the ability to add text alternatives for prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Botcopy does not present any prerecorded synchronized media. Customers are provided with the ability to add transcripts for prerecorded synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Botcopy does not present any prerecorded

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		<p>synchronized media.</p> <p>Customers are provided the ability to add captions for synchronized media which would require an alternative for time-based media.</p>
<p>1.2.4 Captions (Live) (Level AA)</p>	<p>Not Applicable</p>	<p>Web: Botcopy does not provide any live synchronized media.</p> <p>Customers are provided the ability to add captions to live synchronized media.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p>	<p>Not Applicable</p>	<p>Botcopy does not provide any synchronized media which would require an audio description.</p> <p>Customers are provided with the ability to add audio descriptions for any prerecorded synchronized media they incorporate.</p>
<p>1.3.1 Info and Relationships (Level A)</p>	<p>Supports</p>	<p>Information, structure, and relationships conveyed through Botcopy's presentation are programmatically determinable or available in text.</p> <p>Customers are provided with the ability to configure semantic structure for content they introduce.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p>	<p>Supports</p>	<p>Content in Botcopy is presented in a meaningful sequence that is programmatically determinable.</p> <p>Botcopy components do not expose sequence controls to customers; content order is not configurable by customers.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>Supports</p>	<p>Instructions in Botcopy do not rely solely on sensory characteristics such as shape, color, size, visual location, orientation, or sound.</p> <p>Customers are provided with the ability to author instructions that do not rely solely on sensory</p>

Criteria	Conformance Level	Remarks and Explanations
		characteristics.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	<p>Botcopy does not restrict content or operation to a single display orientation unless a specific orientation is essential.</p> <p>Customers are provided with the ability to add content which Botcopy will automatically adapt to portrait and landscape orientations.</p>
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	<p>The purpose of input fields in Botcopy that collect user information can be programmatically determined.</p> <p>Botcopy components do not expose input purpose attributes to customers; autocomplete attributes are not configurable by customers.</p>
1.4.1 Use of Color (Level A)	Supports	<p>Botcopy does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>Customers are provided with the ability to configure visual indicators that do not rely on color alone to convey meaning.</p>
1.4.2 Audio Control (Level A)	Not Applicable	<p>Botcopy does not contain audio that plays automatically.</p> <p>Customers are provided with the ability to configure audio controls for any audio content they incorporate.</p>
1.4.3 Contrast (Minimum) (Level AA)	Supports	<p>Text and images of text in Botcopy have a contrast ratio of at least 4.5:1, and large text has a contrast ratio of at least 3:1.</p> <p>Customers are provided with the ability to customize theme colors to ensure text meets minimum contrast requirements.</p>

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1.4.4 Resize text (Level AA)	Supports	<p>Text in Botcopy can be resized up to 200 percent without assistive technology and without loss of content or functionality.</p> <p>Customers are provided with the ability to configure text and layout so that content remains functional when resized to 200 percent.</p>
1.4.5 Images of Text (Level AA)	Supports	<p>Botcopy uses text rather than images of text to convey information, except where a particular presentation is essential.</p> <p>Customers are provided with the ability to use live text rather than images of text when configuring content.</p>
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	<p>Botcopy content can reflow to a single column at a width equivalent to 320 CSS pixels without requiring two-dimensional scrolling, except where two-dimensional layout is essential.</p> <p>Customers are provided with the ability to configure content in a way that supports reflow at narrow viewport widths.</p>
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	<p>Visual information required to identify user interface components and states in Botcopy has a contrast ratio of at least 3:1 against adjacent colors.</p> <p>Customers are provided with the ability to configure UI component colors to meet the 3:1 non-text contrast requirement.</p>
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	<p>No loss of content or functionality occurs in Botcopy when users override text spacing properties within the specified thresholds.</p> <p>Customers are provided with the ability to configure</p>

Criteria	Conformance Level	Remarks and Explanations
		content that remains functional when text spacing is adjusted.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	<p>Where content in Botcopy appears on hover or focus, it is dismissible, hoverable, and persistent.</p> <p>Customers are provided with the ability to configure hover and focus-triggered content to meet dismissible, hoverable, and persistent requirements.</p>
2.1.1 Keyboard (Level A)	Supports	<p>All functionality of Botcopy is operable through a keyboard interface without requiring specific timings for individual keystrokes.</p> <p>Customers are provided with the ability to configure interactive components that are fully keyboard operable.</p>
2.1.2 No Keyboard Trap (Level A)	Supports	<p>Keyboard focus in Botcopy is not trapped within any component; users can navigate away from all components using standard keystrokes.</p> <p>Customers cannot configure components in a way that will trap keyboard focus.</p>
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	<p>Botcopy does not contain single-character key shortcuts.</p> <p>Customers cannot implement single-character key shortcuts.</p>
2.2.1 Timing Adjustable (Level A)	Supports	<p>Where Botcopy sets time limits, users are able to turn off, adjust, or extend those limits.</p> <p>Customers cannot set time limits.</p>
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	Botcopy does not contain moving, blinking, scrolling, or auto-updating content, and no Botcopy components provide this functionality.

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		Customers who implement iframes, video elements, or GIF images with looping content within Botcopy are responsible for ensuring that any content rendered within those views conforms to this requirement.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	Botcopy does not contain flashing content, and no Botcopy components provide this functionality. Customers who implement iframes, video elements, or GIF images within Botcopy are responsible for ensuring that any content rendered within those views does not exceed the flashing threshold.
2.4.1 Bypass Blocks (Level A)	Supports	Botcopy provides a mechanism to bypass blocks of content that are repeated across multiple screens or views. Clients do not have the ability to implement repetitive blocks of content requiring skip links.
2.4.2 Page Titled (Level A)	Supports	Botcopy presents the chat launcher as a button within the host page, and when activated, the chatbot interface is exposed within an appropriately named dialog that identifies its purpose. Customers do not have the ability to modify the accessible name of the native Botcopy launcher or dialog; however, when implementing Botcopy within an iframe, customers can assign a descriptive title attribute to the iframe to ensure the embedded experience is appropriately identified.
2.4.3 Focus Order (Level A)	Supports	Focusable components in Botcopy receive focus in an order that preserves meaning and operability. Botcopy components do not expose focus order

Criteria	Conformance Level	Remarks and Explanations
		controls to customers; focus sequence is not configurable by customers..
2.4.4 Link Purpose (In Context) (Level A)	Supports	<p>The purpose of each link in Botcopy can be determined from the link text alone or from the link text together with its programmatically determined context.</p> <p>Customers are provided with the ability to configure descriptive link text for links they include in content.</p>
2.4.5 Multiple Ways (Level AA)	Not Applicable	<p>Botcopy does not contain multiple pages or views that require alternative means of navigation.</p> <p>Customers do not have the ability to create or configure multiple pages or views within Botcopy that would require alternative navigation mechanisms.</p>
2.4.6 Headings and Labels (Level AA)	Supports	<p>Headings and labels in Botcopy describe topic or purpose.</p> <p>Customers are provided with the ability to configure descriptive headings and labels for content they create.</p>
2.4.7 Focus Visible (Level AA)	Supports	<p>Any keyboard operable user interface in Botcopy provides a visible focus indicator.</p> <p>Customers are provided with the ability to customize focus indicator styles to ensure visibility within their themes.</p>
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	<p>When a user interface component in Botcopy receives keyboard focus, the component is not entirely hidden due to author-created content.</p> <p>Customers cannot configure layouts that entirely obscure focused components.</p>
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	Botcopy does not require multipoint or path-based gestures to operate any functionality.

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		Customers do not have the ability to introduce multipoint or path-based gesture interactions when using Botcopy-provided interface elements.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Botcopy implements pointer event handling in a manner that allows users to cancel or undo pointer-activated functions Customers do not have the ability to introduce pointer interactions that fail to support cancellation or undo when using Botcopy-provided interface elements.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	For user interface components in Botcopy that include a visible text label, the accessible name contains the visible label text. Customers are provided with the ability to configure accessible names for components that include the visible label text.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	Botcopy does not contain functionality operated by device motion or user motion. Customers do not have the ability to introduce motion-actuated functionality when using Botcopy-provided interface elements.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	Botcopy does not contain functionality that requires dragging movements. Customers are provided with the ability to implement single-pointer alternatives for any drag-based functionality they introduce.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Botcopy does not contain pointer input targets that fall below the minimum 24 by 24 CSS pixel threshold.

Criteria	Conformance Level	Remarks and Explanations
		Customers cannot implement pointer input targets that fall below the minimum 24 by 24 CSS pixel threshold.
3.1.1 Language of Page (Level A)	Supports	<p>The default human language of the Botcopy content is programmatically determinable.</p> <p>Customers implemented content inherits the Botcopy set language identifier.</p>
3.1.2 Language of Parts (Level AA)	Supports	<p>Botcopy does not contain passages or phrases in a language different from the default bot language.</p> <p>Customers are provided with the ability to specify the language of individual passages or phrases that differ from the page language.</p>
3.2.1 On Focus (Level A)	Supports	<p>No change of context occurs in Botcopy when any user interface component receives focus.</p> <p>Botcopy components do not expose onfocus behaviors to customers; context changes on focus are not configurable by customers.</p>
3.2.2 On Input (Level A)	Supports	<p>Changing the setting of any user interface component in Botcopy does not automatically cause a change of context.</p> <p>Botcopy components do not expose oninput behaviors to customers; context changes on input are not configurable by customers.</p>
3.2.3 Consistent Navigation (Level AA)	Supports	<p>Navigational mechanisms in Botcopy that are repeated across views occur in the same relative order each time.</p> <p>Customers are provided with the ability to configure navigation that appears consistently across views.</p>
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within Botcopy are identified consistently.

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		Customers are provided with the ability to apply consistent labels and accessible names to components with the same functionality.
3.3.6 Consistent Help (Level A 2.2 only)	Supports	<p>Help mechanisms in Botcopy, where present, are located in a consistent position relative to other page content.</p> <p>Customers are provided with the ability to configure help mechanisms that appear in a consistent location.</p>
3.3.1 Error Identification (Level A)	Supports	<p>Input errors in Botcopy are automatically detected and described to the user in text.</p> <p>Botcopy components do expose error identification to customers. Error messaging not configurable by customers.</p>
3.3.2 Labels or Instructions (Level A)	Supports	<p>Labels or instructions are provided in Botcopy when content requires user input.</p> <p>Customers are provided with the ability to configure labels and instructions for input fields they include.</p>
3.3.3 Error Suggestion (Level AA)	Supports	<p>Where an input error is automatically detected in Botcopy and suggestions for correction are known, the suggestion is provided to the user in text.</p> <p>Customers are provided with the ability to configure error suggestions for input fields they implement.</p>
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	<p>Botcopy does not contain submissions involving legal commitments, financial transactions, or modification of user-controlled data.</p> <p>Customers are provided with the ability to implement error prevention mechanisms for legal, financial, or</p>

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<p>3.3.7 Redundant Entry (Level A 2.2 only)</p>	Not Applicable	<p>data-modifying transactions they introduce.</p> <p>Botcopy does not require users to re-enter information that was already provided in the same session.</p> <p>Customers are provided with the ability to implement session-aware form handling that eliminates redundant entry.</p>
<p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)</p>	Not Applicable	<p>Botcopy does not include authentication processes.</p> <p>Customers are provided with the ability to implement accessible authentication mechanisms that do not rely on cognitive function tests.</p>
<p>4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply</p>	Supports	<p>For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p>
<p>4.1.2 Name, Role, Value (Level A)</p>	Supports	<p>For all user interface components in Botcopy, the name and role can be programmatically determined, and states, properties, and values can be programmatically set and notified.</p> <p>Botcopy components do not expose name, role, or value properties to customers; accessible names, roles, and states are not configurable by customers.</p>
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p>	Supports	<p>Status messages in Botcopy are programmatically determinable through role or property so that they can be announced by assistive technology without receiving focus.</p> <p>Botcopy components do not expose status message properties to customers; ARIA live region roles are not configurable by customers.</p>

