# ThoughtSpot Accessibility Conformance Report

## WCAG Edition

## (Based on VPAT® Version 2.4)

**Voluntary Product Accessibility Template® (VPAT®)**

**WCAG Edition**

**(Based on VPAT® Version 2.4)**

**Name of Product:** ThoughtSpot

**Report Date:** 15th Sept 2023
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**Notes:** This VPAT was created by Qualitest after they conducted an independent external audit in 2023

# Evaluation Methods Used:

- **Automated Testing:** Axe automated plugin has been used for initial scanning of different pages present in the application.
- **Manual Testing:** This report has been generated based on the tests conducted via a paired testing methodology involving two testers, one of them is a non-sighted and the other is a sighted accessibility expert. The tools which have been used for testing are JAWS 2022, NVDA 2022 which are an open-source screen reader, voiceover device, Paciello Group's Color Contrast Analyzer, and Text Spacing tool.

# Testing Scope & Compatibility Matrix:

Key Features in Accessibility Testing Scope:

- Home page
- Home page > Add Metrics

- Search page
- Search Results page
- Charts/Table preview
- Answers page
- Chart modal window
- Settings > Edit Chart
- Query Details > Query Visualizer
- Query Details > Query SQL
- Answers page > Create View
- Answers page > Show Underlying data.
- Answers page > Spot IQ Analyze
- Answers page > Pin to live board.
- Answers page > Formula Editor
- Answers page > Choose Sources
- Answers page > Add filter.
- Answers page > Share the Answer
- Liveboards
- Liveboard > Select any board.
- Liveboard > Select any board > Explore.
- Liveboard > New Liveboard
- Liveboard > Import TML
- Spot IQ
- Spot IQ > Default preferences
- Spot IQ > Customize and run analysis.
- Spot IQ > Schedule Analysis
- Monitor
- Data
- Data > Create new Worksheet.
- Data > Custom SQL view
- Utilities > Upload modal windows
- Utilities > Open Schema Viewer
- Utilities > View liveboard Schedules
- Utilities > Open dbt integration wizard
- Admin
- Admin > Users > Add user.
- Admin > Groups > Add Groups
- Admin > Authentication > Configure.
- Admin > User adoption > Edit
- Admin > User adoption > Schedule
- Admin > User adoption > Present
- Admin > Search and SpotIQ > Edit
- Admin > Onboarding> Edit
- Information Center
- Profile > view my profile

| Platforms | Chrome (Latest) | FF (Latest) | Safari (Latest) | Edge |
|---|---|---|---|---|

| | JAWS 2022 (100% QA) | NVDA 2022 (33% QA) | | JAWS 2022 (33% QA) |
|---|---|---|---|---|
| **W**in 10 | JAWS 2022 (100% QA) | NVDA 2022 (33% QA) | | JAWS 2022 (33% QA) |
| **M**ac 13.x | | | Voiceover (33% QA) | |

**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) |
| Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 | (Yes) |

| Sections | Total number of Applicable Provisions | Total Number of Supported Provisions | | |
|---|---|---|---|---|
| | | Supports | Partially Supports | Does Not Support |
| Web Content Accessibility Guidelines 2.1 A | 21 | 8 | 13 | 0 |
| Web Content Accessibility Guidelines 2.1 AA | 15 | 8 | 7 | 0 |
| Functional Performance Criteria | 5 | 1 | 4 | 0 |
| Support Documentation and Services | 3 | 0 | 0 | 3 |

# 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.

# WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 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) | Partially Supports | Some of the meaningful images and icons available in the application have equivalent text alternatives. Visually impaired users can perceive the information of such graphics from their alt text.  However, there are a few exceptions where the alt text of some images is missing, or insufficient alt text is given.<br><br>**Few Exceptions:**<br><br>1. Data > Utilities > Open Schema Viewer > Table available in canvas element is inaccessible for the screen reader users.<br>2. [Global] Liveaboards > Liveaboard details > Graphs > Screen reader users do not understand the alternative text given for the graph.<br>3. [Global] Data > Home > Label and role are unnecessarily provided for the icons associated with "All Tags" and "All Authors" dropdowns.<br>4. [Global] SpotIQ > The "Search" icon associated with the "search" edit field is not hidden from screen readers. |
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A) | Not Applicable | There is no audio-only and video-only content present in the application. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.2 Captions (Prerecorded)** (Level A) | Not Applicable | There is no pre-recorded multimedia content available in the application. |
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A) | Not Applicable | There is no pre-recorded multimedia content available in the application. |
| **1.3.1 Info and Relationships** (Level A) | Partially Supports | Screen reader identifies most of the information available in this application and the user is able to perceive the relationship between various elements present in the application. However, there are a few exceptions where visually impaired users face difficulties in understanding the information and its corresponding relationship.<br><br>**Few Exceptions:**<br>1. Admin > Users > Add user form > Label association is missing for the multiple form fields.<br>2. Answer page > Query fields are not implemented in an accessible manner.<br>3. [Global] Answer page > Create View > Screen reader does not identify page content using ARROW keys.<br>4. Data > Create New > Custom SQL view > Describe your view dialog> Screen reader does not identify page content using ARROW keys.<br>5. Data > Utilities > Open Schema Viewer > Table available in canvas element is inaccessible for the screen reader users. |
| **1.3.2 Meaningful Sequence** (Level A) | Partially Supports | Screen reader reads most of the content available in the application in a logical sequence using arrow keys or other reading methods that perceive their meaning and context for visually impaired users. However, there are a few exceptions, where the screen reader reads some of the information in incorrect order.<br><br>**Few Exceptions:**<br><br>1. The reading sequence is incorrect after expanding All Authors, All Tags, etc. dropdowns on the Homepage as the screen reader reads the expanded options at the end of the page.<br>2. [Global] Liveboards > Screen reader reads table data in an incorrect sequence. |
| **1.3.3 Sensory Characteristics** (Level A) | Partially Supports | Most of the information available in the application does not rely solely on sensory characteristics of the component such as shape, sound, orientation, or visual |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | location. There are several visual cues/ symbols used in the application that convey some specific meaning and those visual cues are provided with equivalent text alternatives for screen reader users. However, there is an instance in Profile page, where password status is conveyed via color and sign only. |
| **1.4.1 Use of Color** (Level A) | Partially Supports | Wherever color is used to convey some meaningful information, it is accompanied with a text-based alternative for color blind users. However, there are few exceptions where the information is conveyed to user through color only.<br><br>**Few Exceptions:**<br><br>1. Liveaboard > Select any board > Information about 'Total Capped Credit Usage' and 'Unique Count User GUID' is conveyed only through colors.<br>2. Admin > User Adoption > Information about Weekly User Action Group Ratio is conveyed through colors. |
| **1.4.2 Audio Control** (Level A) | Not Applicable | There is no such audio available in the application that plays automatically as soon as any page is launched. |
| **2.1.1 Keyboard** (Level A) | Partially Supports | Application has many interactive user interface components like buttons, links, form fields etc. and most of these elements are operable using a keyboard for screen reader/ keyboard users. However, there are a few exceptions, where some information or elements are not accessible while navigating using a keyboard.<br><br>**F**ew **Exceptions:**<br><br>1. Answers page > Query Details > Query Visualizer > Main content is not accessible for keyboard-only users.<br>2. Liveaboards > Select any board > System User lists are not accessible for keyboard-only users.<br>3. Answer page > "Delete" icon associated with query fields is dependent on mouseover only.<br>4. Homepage> Expand Search answers and liveaboards panel> Screen reader user is unable to activate any item present under 'Popular Queries' or 'Recently viewed answers and liveaboards' heading using keyboard.<br>5. Admin > Users > Add user form > Screen reader users cannot expand "Sharing Visibility" list box. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.1.2 No Keyboard Trap** (Level A) | Partially Supports | At most of the instances, keyboard focus does not remain trapped in the application. Motor impaired users and screen reader users can easily navigate through the application using a keyboard without any difficulties. However, there are a few exceptions, where keyboard focus gets trapped.<br><br>**Few Exceptions:**<br><br>1. Answer Page > Formula Editor > The Keyboard focus gets trapped inside 'Formula Edit' field.<br>2. Data > Create new Worksheet > Keyboard focus traps at untitled formula dialogue box edit field. |
| **2.1.4 Character Key Shortcuts** (Level A 2.1 only) | Not Applicable | Single key character shortcuts are not used anywhere in the application. |
| **2.2.1 Timing Adjustable** (Level A) | Not Applicable | There is no time-based activity available in the application. |
| **2.2.2 Pause, Stop, Hide** (Level A) | Not Applicable | There is no moving, blinking, and auto-updating content available in the application that needs to be paused/stopped for the users with certain disabilities. |
| **2.3.1 Three Flashes or Below Threshold** (Level A) | Supports | There is no flashing / blinking content available anywhere in the application. |
| **2.4.1 Bypass Blocks** (Level A) | Supports | "Skip to main content" link is available on the top of each page in the application that helps keyboard users and screen reader users to bypass the repetitive blocks of header content in a single click. |
| **2.4.2 Page Titled** (Level A) | Partially Supports | Page titles are available for all the pages in the application. However, these are not unique and descriptive. Instead, the same title "ThoughtSpot" is available for all the pages. |
| **2.4.3 Focus Order** (Level A) | Partially Supports | While navigating through the application using TAB or ARROW keys, screen reader/ keyboard focus is moving in a logical sequence in many instances. However, there are a few exceptions, where focus does not automatically move to a logical destination after activating some interactive controls.<br><br>**Few Exceptions**: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | 1. [Global] Admin > Users > Screen Reader focus does not automatically move to the modal window on selecting "Add User" button.<br>2. Answers page > Focus does not move to the updated pop-up after interacting with the 'More' button.<br>3. [Global] Admin > Tab focus does not move in a logical order.<br>4. [Global] Admin > Onboarding> Edit > Focus does not return to "edit button" on saving/cancelling the form.<br>5. Answer page > TAB/ARROW focus moves to the background content from Change Visualization, Edit chart Configuration, etc. modals. |
| **2.4.4 Link Purpose (In Context)** (Level A) | Supports | Links present in the application are provided with sufficient link text, which clearly describes the purpose/ target destination of corresponding links. |
| **2.5.1 Pointer Gestures** (Level A 2.1 only) | Not evaluated | This audit does not include touchscreen devices. |
| **2.5.2 Pointer Cancellation** (Level A 2.1 only) | Supports | Application controls are activated on an UP event. Even if the user accidentally taps on a control. S/he can move away from his target area & lift up his pointer to abort its action. |
| **2.5.3 Label in Name** (Level A 2.1 only) | Partially Supports | The visible label of most of the interactive elements match with its accessible name. Motor impaired users can activate these interactive elements by calling their visible text labels using a speech recognition tool like 'Dragon.' However, there are a few exceptions where visual label does not match its accessible name.<br><br>**Few Exceptions:**<br>1. Profile > View My Profile > Preferences Edit > Incorrect accessible name "Label" is associated with "Search" field.<br>2. Data > Create > Custom SQL View > Connection dropdown > "Search" field has incorrect label.<br>3. Admin > User adoption > Schedule> "Users or Groups" editable list box has incorrect label. |
| **2.5.4 Motion Actuation** (Level A 2.1 only) | Not Applicable | This audit does not include the device that has motion sensors. |
| **3.1.1 Language of Page** (Level A) | Supports | Application content is available in English language, and this language is programmatically defined using the lang = "en" attribute in the <html> tag on all the pages. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.2.1 On Focus** (Level A) | Supports | Application does not have any such feature / functionality that initiates a change of context on receiving keyboard focus. |
| **3.2.2 On Input** (Level A) | Supports | Application does not have any such feature / functionality that initiates a change of context on changing the setting of any user interface component. |
| **3.3.1 Error Identification** (Level A) | Partially Supports | Most of the error/feedback messages available in the application are provided in textual format, and these are automatically detected using assistive technologies like screen reader. However, there are a few exceptions, where screen reader users face difficulties in identifying the available errors.<br><br>**Few Exceptions:**<br>1. Admin > Users > Add user form > Screen reader does not notify the error messages automatically.<br>2. Admin > Users > Add user form > Screen reader does not notify the error messages automatically. |
| **3.3.2 Labels or Instructions** (Level A) | Supports | Application provides support for visually impaired and cognitive users as sufficient labels and instructions are provided for all the form fields. These labels are clearly visible and readable to such users. |
| **4.1.1 Parsing** (Level A) | Partially Supports | The ThoughtSpot application has been tested on Google Chrome, Edge, Firefox, and MacOS using various assistive technologies. Throughout the audit, no parsing or compatibility concern have been observed in the application, user agent and the assistive technology. However, while reviewing the source code of this application using AXE tool, we came across a few code level issues that could cause parsing or compatibility concerns.<br><br>**Few Exceptions:**<br>1. [Global] Home Page> The value of id attribute is not unique. |
| **4.1.2 Name, Role, Value** (Level A) | Partially Supports | Most of the interactive components present in the application have meaningful accessible name, role, state, and value, which helps screen reader user to know the actual purpose and nature of these components. However, there are some instances, where appropriate |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | name, role and state is not defined for some components.

**Few Exceptions:**

1. Admin > Groups > Add Group >Accessible name and interactive role is missing for "Information icon" available in "Privileges" section.
2. Data > Custom SQL view > Screen reader does not identify interactive role for "Add a description to increase the SQL visibility" element.
3. [Global] Homepage> Header> 'Current' state is not defined for currently active navigation link.
4. Admin > Users > Add user form > Screen reader reads multiple elements in one go on navigating to "Sharing Visibility" list box using TAB.
5. [Global] Homepage> All Sources> Incorrect role is provided to 'All Sources' dropdown and its corresponding menu items. |

# Table 2: Success Criteria, Level AA

## Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.4 Captions (Live)** (Level AA) | Not Applicable | There is no live multimedia content present in the application. |
| **1.2.5 Audio Description (Prerecorded)** (Level AA) | Not Applicable | There is no multimedia content present in the application. |
| **1.3.4 Orientation** (Level AA 2.1 only) | Not Evaluated | This audit does not include mobile/ tablet devices. |
| **1.3.5 Identify Input Purpose** (Level AA 2.1 only) | Supports | The form fields available in application have been provided with sufficient visual label and familiar icons that benefit users with certain cognitive limitations to understand the purpose of these fields more clearly. All the forms collecting user's personal information such as Name, Email, have been provided with "autocomplete" attribute that helps users with language and memory related disabilities to fill this personal information by using the browser autofill service. |
| **1.4.3 Contrast (Minimum)** (Level AA) | Partially Supports | Application has sufficient contrast ratio i.e., 4.5:1 for most of the color combinations used for text and its |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | background across various web pages. However, there are a few exceptions, where some color combinations have insufficient contrast.<br><br>**Few Exceptions:**<br><br>1. [Global]Home > Color contrast ratio having 'Gray' foreground color is less than the standard ratio of 4.5:1.<br>2. Answer Page > Formula Editor > The color contrast ratio of text 'Formula is incomplete' having yellow foreground and White background is less than standard ratio 4.5:1.<br>3. Answer Page > Share > The color contrast ratio of text 'Administrators Super -User' having Grey foreground and White background is less than standard ratio 4.5:1.<br>4. Liveboard > The color contrast ratio of text 'User ad' is less than standard ratio 4.5:1. |
| **1.4.4 Resize text** (Level AA) | Partially Support | Most of the application components are easily perceivable and operable after resizing the web pages up to 200% browser zoom. However, there are some instances on the Homepage and other pages, where some content become invisible and inaccessible on that level of zoom effect. |
| **1.4.5 Images of Text** (Level AA) | Supports | Images of text are not used anywhere in the application to convey any meaningful information. Regular text, HTML and CSS are used to achieve various visual presentations. |
| **1.4.10 Reflow** (Level AA 2.1 only) | Support | The web pages available in the application properly reflow to the vertical single column when view port width is set to 320p. Users with low or mild vision can operate the application without any difficulties when 320p breakpoint triggers while resizing the text up to 400% browser zoom. |
| **1.4.11 Non-text Contrast** (Level AA 2.1 only) | Partially Supports | Application provides sufficient contrast (>=3:1) for most of the non-text user interface components like graphics, buttons, form fields etc. to the adjacent colors. However, there are a few exceptions, where contrast ratio of non-text elements is less than standard ratio of 3: 1.<br><br>**Few Exceptions:**<br><br>1. Home > Color contrast ratio of the focus indicator is less than the standard ratio of 3:1.<br>2. Home > Color contrast ratio of the favorite icon is less than the standard ratio of 3:1. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | 12 | 3. Spot IQ > Color contrast ratio of the arrow icon is less than the standard ratio of 3:1.<br>4. Profile > View my profile > The color contrast ratio of tick mark icon is less than standard ratio 3.0:1. |
| **1.4.12 Text Spacing** (Level AA 2.1 only) | Partially Supports | This checkpoint has been validated using Steve Faulkner's text spacing bookmarklet. Application provides support for people with low vision and reading disabilities as it allows users to view most of the content after applying a custom text (Letter, word, line, and paragraph) spacing without any truncation or overlapping. However, there is an exception on the bar graphs available in the application, where the content available on Y Axis is not properly visible after applying the custom text spacing.<br><br>**Few Exceptions:**<br><br>1. Liveboards> On applying the text spacing extension, Text 'Sample for Event…' is not visible properly for low vision users. |
| **1.4.13 Content on Hover or Focus**(Level AA 2.1 only) | Supports | Text tooltips appearing on different chart elements on receiving mouse or keyboard focus are persistent and dismissible using Esc key. These custom tooltips are not obscuring any information for low vision users. |
| **2.4.5 Multiple Ways** (Level AA) | Supports | Application consists of many pages like Answers, Liveboards, Admin, and so on. Users can access these pages from the top navigation and can search the data available in these pages using the "Search" feature. |
| **2.4.6 Headings and Labels** (Level AA) | Partially Supports | All the headings available in various pages of the application are descriptive enough to understand their context and purpose. Sufficient labels are available for most of the user interface components. However, there are a few exceptions, where some components have unclear label for the screen reader users.<br><br>**Few Exceptions:**<br>1. Liveboards > Label is unclear for the button available to create a new liveboard.<br>2. Data > descriptive label is not available for Next/Previous pagination buttons. |
| **2.4.7 Focus Visible** (Level AA) | Partially Supports | All interactive elements receive a clear visual focus indicator while using the keyboard. Users are able to |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | identify the currently focused element while navigating the page using tab key. However, there are a few exceptions, where keyboard focus is not clearly visible on some of the elements.<br><br>**Few Exceptions:**<br><br>1. Home > Tab focus is not visible on the Profile button.<br>2. Answer Page > Choose Sources > The Keyboard focus is not visible.<br>3. [Global] Admin > Groups > Add Groups > Keyboard focus is not visible. |
| **3.1.2 Language of Parts** (Level AA) | Not Applicable | Application uses only one language "English" throughout web pages. There is no passage or phrase available in the content where the language of part needs to be defined. |
| **3.2.3 Consistent Navigation** (Level AA) | Supports | Repeated components are occurring in the same order on every page of the application, which helps user to predict the location of different web elements on each page. |
| **3.2.4 Consistent Identification** (Level AA) | Supports | Elements that have the same functionality across multiple pages in the application are identified with the same label and same role. |
| **3.3.3 Error Suggestion** (Level AA) | Supports | Error messages are descriptive enough for cognitive impaired users to understand and resolve the problem. |
| **3.3.4 Error Prevention (Legal, Financial, Data)** (Level AA) | Not Applicable | This application does not have a form with financial or legal risk, where the mechanism of error prevention is necessary to avoid immediate losses. |
| **4.1.3 Status Messages** (Level AA 2.1 only) | Partially Supports | At most of the instances, screen reader programmatically notifies the dynamic changes occurring on the web pages like in progress/completion status of various tasks and loading state of any page. However, there are a few exceptions, where screen reader does not notify such changes.<br><br>**Few Exceptions:**<br><br>1. Homepage> Screen reader does not automatically announce the updated sort status after activating any column header.<br>2. Answer page > Pin > Screen reader does not notify the success message. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | 3. Answer page > Share dialog > Screen reader does not notify anything on copying the link.<br>4. Admin > Users > Add user form > Screen reader does not notify the autosuggestion count while typing in "Name" field. |

# Revised Section 508 Report

**Chapter 3: Functional Performance Criteria (FPC)**

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.1 Without Vision | Partially Supports | Application provides good support for visually impaired users in many instances, as they can navigate and access many components of this application using a screen reader. However, there are a few exceptions, where a visually impaired users will have difficulties in understanding the structure, information, and hierarchical relationship among various components maintained via visual presentation while accessing the application using screen readers.<br><br>**Few Exceptions**:<br><br>1. Data > Utilities > Open Schema Viewer > Table available in canvas element is inaccessible for the screen reader users.<br>2. Admin > Users > Add user form > Label association is missing for the multiple form fields.<br>3. Reading sequence is incorrect after expanding All Authors, All Tags, etc. dropdowns on the Homepage as the screen reader reads the expanded options at the end of the page.<br>4. Admin > Users > Add user form > Screen reader does not notify the error messages automatically.<br>5. Admin > Groups > Add Group >Accessible name and interactive role is missing for "Information icon" available in "Privileges" section.<br>6. Homepage> Screen reader does not automatically announce the updated sort status after activating any column header. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.2 With Limited Vision | Partially Support | Most of the application content has good support for users with low or mild vision. Web pages properly reflow to the vertical column on 320P width, and most of the content is operable in 200% zoom level. However, there are many instances, where some of the color combinations used for the regular text and active user interface components have insufficient contrast, and some content becomes invisible/inoperable after resizing the text up to 200%.<br><br>**Few Exceptions:**<br><br>1. [Global]Home > Color contrast ratio having 'Gray' foreground color is less than the standard ratio of 4.5:1.<br>2. Answer Page > Formula Editor > The color contrast ratio of text 'Formula is incomplete' having yellow foreground and White background is less than standard ratio 4.5:1.<br>3. Home > Color contrast ratio of the focus indicator is less than the standard ratio of 3:1.<br>4. Home > Color contrast ratio of the favorite icon is less than the standard ratio of 3:1<br>5. Liveboards> On applying the text spacing extension, Text 'Sample for Event…' is not visible properly for low vision users.<br>6. [Global] Homepage > The contents are not visible on setting the browser zoom at 200%. |
| 302.3 Without Perception of Color | Partially Supports | Application has good support for the users without color perception in most instances. Wherever color is used to convey some meaningful information, it is accompanied with a text-based alternative that does not rely on color to interpret the same information. However, there are a few exceptions where the information is conveyed through color only.<br><br>**Few Exceptions:**<br>1. Liveaboard > Select any board > Information about 'Total Capped Credit Usage' and 'Unique Count User GUID' is conveyed only through colors.<br>2. Admin > User Adoption > Information about Weekly User Action Group Ratio is conveyed through colors. |
| 302.4 Without Hearing | Not Applicable | There is no multimedia content available in the application. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.5 With Limited Hearing | Not Applicable | There is no multimedia content available in the application. |
| 302.6 Without Speech | Not Applicable | Speech is not required to complete any task or activity in the application. |
| 302.7 With Limited Manipulation | Not Applicable | There are no such complicated keyboard actions required in the application to perform any task, which requires simultaneous actions or fine motor control. |
| 302.8 With Limited Reach and Strength | Partially Supports | Application has many interactive user interface components like buttons, links, form fields etc. and most of these elements are operable using a keyboard for visually impaired / motor impaired users. However, there are a few exceptions, where it is difficult to access some of the information using a keyboard.<br><br>**Few Exceptions:**<br><br>1. Answers page > Query Details > Query Visualizer > Main content is not accessible for keyboard-only users.<br>2. Liveaboards > Select any board > System User lists are not accessible for keyboard-only users.<br>3. Answer page > "Delete" icon associated with query fields is dependent on mouseover only.<br>4. Homepage> Expand Search answers and liveaboards panel> Screen reader user is unable to activate any item present under 'Popular Queries' or 'Recently viewed answers and liveaboards' heading using keyboard.<br>5. Admin > Users > Add user form > Screen reader users cannot expand "Sharing Visibility" list box. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | Application has good support for user with cognitive disabilities due to following reasons:<br><br>1. Application does not have any moving text/images/animations, which disrupts reading.<br>2. Application does not have any multimedia, which plays automatically and confuses the user.<br>3. Application does not have any flashing object, which causes seizure. |

# 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 accessibility and compatibility section available on the website. |
| 602.3 Electronic Support Documentation | See WCAG 2.0 section | See information in WCAG 2.0 section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not Applicable | Since, the application provides information through the digital medium and it allows user to access the Contact Us feature for further help regarding the digital content and documentation, there is no such requirement of alternate formats for non-electronic support documentation as help center services are available electronically. |
| ***603 Support Services*** | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Does Not Support | There is no specific section present in the application, which describes the Accessibility and Compatibility Features of the application. |
| 603.3 Accommodation of Communication Needs | Does Not Support | There is no phone number mentioned, using which user can contact tech support. Also, there is no specific support service available to meet end users with disabilities. |

# Legal Disclaimer

*This report is explicitly based on the accessibility audit that has been performed on "ThoughtSpot" application as per the scope mentioned in 'Compatibility Matrix and Testing Scope' section above. The Remarks and Explanations provided against each success criteria are truly based upon the accessibility test execution results.*