

Cisco Accessibility Conformance Report VPAT® Version 2.4

Name of Product/Version: Cisco Webex Interact version 1.4.4

Product Description: Webex Interact is a powerful SMS and WhatsApp marketing and transactional platform. You can send highly personalized, timely, and responsive messages and directly engage with your audience. Improve your customer communications and ability to provide special offers in just a few clicks.

Date: July 28, 2025

Contact Information: accessibility@cisco.com

Evaluation Method Used: The following testing was done on a Windows 11 with Freedom Scientific's JAWS screen reader v2024, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

Summary Table - Voluntary Product Accessibility Template

Standard/Guideline	Included In Report	Remarks and Explanations
Section 508 Chapter 3: Functional Performance Criteria	Included	
Section 508 Chapter 4: Hardware	Not Applicable	
Section 508 Chapter 5: Software	Included	
W3C WCAG 2.2 Level A and AA for Software application	Not Applicable	See note for WCAG below.
W3C WCAG 2.2 Level A and AA for Web application	Included	See note for WCAG below.
Section 508 Chapter 6: Support Documentation and Services	Included	
W3C WCAG 2.2 Level A and AA for Documentation	Included	See note for WCAG below.

Where applicable, the WCAG 2.2 tables should cover all requirements of WCAG 2.0 for Section 508 and WCAG 2.1, except requirement 4.1.1 is obsolete and removed.

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Section 508 Chapter 3: Functional Performance Criteria – Detail

Criteria	Description	Status	Remarks and Explanations
302.1	Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Partially Supports	The product does not fully support users without vision, please see “Chapter 5” and “W3C WCAG 2.2 Level A and AA” tables for more details.
302.2	With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Partially Supports	The product does not fully support users without vision, please see “Chapter 5” and “W3C WCAG 2.2 Level A and AA” tables for more details.
302.3	Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Partially Supports	The product does not fully support users without perception of color, please see “Chapter 5” and “W3C WCAG 2.2 Level A and AA” tables for more details.
302.4	Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	
302.5	With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	
302.6	Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	
302.7	With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Partially Supports	The product does not fully support users with limited manipulation, please see “Chapter 5” and “W3C WCAG 2.2 Level A and AA” tables for more details.
302.8	With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	
302.9	With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Partially Supports	Support for users with limited language, cognitive, and learning abilities is varied and depends on the user’s experience.

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Section 508 Chapter 5: Software - Detail

Criteria	Description	Status	Remarks and Explanations
501.1	Scope – Incorporation of WCAG 2.0	Partially Supports	The WCAG 2.2 table should cover all requirements of WCAG 2.0. See “WCAG 2.2 Level A and AA” table for more information.
502.2.1	User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	This product is not a platform software.
502.2.2	No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Partially Supports	The product does not fully support the OS high contrast schemes.
502.3.1	Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable	Not Applicable	This product is not a platform software.
502.3.2	Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	This product is not a platform software.
502.3.3	Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.4	Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.5	Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	This product is not a platform software.
502.3.6	Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Not Applicable	This product is not a platform software.

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502.3.7	Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.8	Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.9	Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	This product is not a platform software.
502.3.10	List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.11	Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Not Applicable	This product is not a platform software.
502.3.12	Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Not Applicable	This product is not a platform software.
502.3.13	Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Not Applicable	This product is not a platform software.
502.3.14	Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Not Applicable	This product is not a platform software.
502.4	Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces—Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:	Not Applicable	This product is not a platform software.

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	A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.		
503.2	User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Partially Supports	The product does not fully support the OS high contrast schemes.
503.3	Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	There is no alternate user interface used as assistive technology for this product.
503.4.1	Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	The product does not contain multimedia.
503.4.2	Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	The product does not contain multimedia.
504.2	Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall	Not Applicable	This product is not an authoring tool.

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	permit authors the option of overriding information required for accessibility.		
504.2.1	Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	This product is not an authoring tool.
504.2.2	PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1)	Not Applicable	This product is not an authoring tool.
504.3	Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	This product is not an authoring tool.
504.4	Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	This product is not an authoring tool.

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W3C WCAG 2.2 Level A and AA for Web Application – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non-text Content	Partially Supports	Some non-text contents do not have text equivalents.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no pre-recorded audio only or video only content.
1.2.2 (A)	Captions (Prerecorded)	Supports	
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Does Not Support	The prerecorded video does not have audio description or media alternative.
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no live video content.
1.2.5 (AA)	Audio Description (Prerecorded)	Does Not Support	The prerecorded video does not have audio description.
1.3.1 (A)	Info and Relationships	Partially Supports	Some data tables and elements do not fully support screen reader software. Some headings are not hierarchical.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.3.4 (AA)	Orientation	Supports	
1.3.5 (AA)	Identify Input Purpose	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Partially Supports	Some texts do not meet the minimum contrast ratio.
1.4.4 (AA)	Resize Text	Partially Supports	Some elements do not fully support browser resize functionality.
1.4.5 (AA)	Images of Text	Supports	
1.4.10 (AA)	Reflow	Partially Supports	Some contents and functions are not available and requires two-dimensional scrolling when the application is reflowed and some content gets truncated or overlapped.
1.4.11 (AA)	Non-text Contrast	Partially Supports	Some non-text elements do not meet the color contrast ratio of 3:1.
1.4.12 (AA)	Text Spacing	Partially Supports	Some texts are getting truncated on enabling

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			text spacing tool.
1.4.13 (AA)	Content on Hover or Focus	Partially Supports	Some tooltips cannot be dismissed with ESC key.
2.1.1 (A)	Keyboard	Partially Supports	Some elements do not fully support the keyboard navigation.
2.1.2 (A)	No Keyboard Trap	Supports	
2.1.4 (A)	Character Key Shortcuts	Supports	
2.2.1 (A)	Timing Adjustable	Supports	
2.2.2 (A)	Pause, Stop, Hide	Supports	
2.3.1 (A)	Three Flashes or Below Threshold	Supports	
2.4.1 (A)	Bypass Blocks	Partially Supports	Skip to content is not defined correctly and Landmarks are not defined correctly.
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Partially Supports	Some elements do not have logical focus order.
2.4.4 (A)	Link Purpose (In Context)	Partially Supports	Some link texts are not descriptive enough to the users.
2.4.5 (AA)	Multiple Ways	Partially Supports	There is no second way provided for the users to locate a page on the website.
2.4.6 (AA)	Headings and Labels	Partially Supports	Some pages do not have headings defined.
2.4.7 (AA)	Focus Visible	Partially Supports	Some elements do not have clear visible focus.
2.4.11 (AA)	Focus Not Obscured (Minimum)	Supports	
2.5.1 (A)	Pointer Gestures	Supports	
2.5.2 (A)	Pointer Cancellation	Supports	
2.5.3 (A)	Label in Name	Partially Supports	The accessible name of some of the form elements do not match with their visible name.
2.5.4 (A)	Motion Actuation	Supports	
2.5.7 (AA)	Dragging Movements	Partially Supports	An alternative way is not provided for the dragging elements.
2.5.8 (AA)	Target Size (Minimum)	Partially Supports	Target size for some of the elements is less than the minimum of 24 by 24 CSS pixels.

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3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Not Applicable	There are no multiple language phrases on a page.
3.2.1 (A)	On Focus	Supports	
3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Supports	
3.2.4 (AA)	Consistent Identification	Supports	
3.2.6 (A)	Consistent Help	Supports	
3.3.1 (A)	Error Identification	Partially Supports	Some error messages are not announced by screen reader software
3.3.2 (A)	Labels or Instructions	Partially Supports	Required fields are not marked correctly and Instructions are not provided for some links.
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Supports	
3.3.7 (A)	Redundant Entry	Supports	
3.3.8 (AA)	Accessible Authentication (Minimum)	Supports	
4.1.2 (A)	Name, Role, Value	Partially Supports	The name, role, and state for some controls are not defined correctly.
4.1.3 (AA)	Status Messages	Partially Supports	Some search results and status messages information are not announced.

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Section 508 Chapter 6: Support Documentation and Services – Detail

Criteria	Description	Status	Remarks and Explanations
602.2	Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Does Not Support	Documentation does not list the accessibility and compatibility features of the product.
602.3	Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.	Partially Supports	The WCAG 2.2 table should cover all requirements of WCAG 2.0. See “WCAG 2.2 Level A and AA” table for more information.
602.4	Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	
603.2	Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	Contact Cisco accessibility team via email, accessibility@cisco.com for more information.
603.3	Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Cisco conforms through equal facilitation. Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form. All cases open through email or web are opened as Priority 3 cases. All Priority 1 or Priority 2 case can only be opened via the telephone. TTY users must call the Text Relay Service (TRS) by dialing 711 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice.

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W3C WCAG 2.2 Level A and AA for Documentation – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non-text Content	Partially Supports	Some non-text contents do not have text equivalents.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no pre-recorded audio only or video only content.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	There is no pre-recorded video content.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	There is no pre-recorded audio or video content
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no live video content.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	There is no pre-recorded audio or video content.
1.3.1 (A)	Info and Relationships	Partially Supports	Some data tables do not fully support screen reader software.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.3.4 (AA)	Orientation	Supports	
1.3.5 (AA)	Identify Input Purpose	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Partially Supports	Some elements are not fully visible under OS's high contrast scheme. (Section 508 requirement)
1.4.4 (AA)	Resize Text	Partially Supports	On Resizing to 200% zoom mode, content present on the pages gets truncated and not visible properly.
1.4.5 (AA)	Images of Text	Supports	
1.4.10 (AA)	Reflow	Partially Supports	Some content gets overlapped when the application is reflowed to 400% mode.
1.4.11 (AA)	Non-text Contrast	Supports	
1.4.12 (AA)	Text Spacing	Partially Supports	Some texts get truncated after enabling text spacing tool.
1.4.13 (AA)	Content on Hover or Focus	Supports	

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2.1.1 (A)	Keyboard	Partially Supports	Some elements do not fully support keyboard navigation.
2.1.2 (A)	No Keyboard Trap	Supports	
2.1.4 (A)	Character Key Shortcuts	Supports	
2.2.1 (A)	Timing Adjustable	Supports	
2.2.2 (A)	Pause, Stop, Hide	Supports	
2.3.1 (A)	Three Flashes or Below Threshold	Supports	
2.4.1 (A)	Bypass Blocks	Partially Supports	Landmarks are not defined correctly.
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Partially Supports	Some elements on the pages do not have logical focus order.
2.4.4 (A)	Link Purpose (In Context)	Partially Supports	Some of the links are not descriptive enough to the users.
2.4.5 (AA)	Multiple Ways	Supports	
2.4.6 (AA)	Headings and Labels	Partially Supports	Some headings are not defined correctly.
2.4.7 (AA)	Focus Visible	Partially Supports	Some elements do not have clear visible focus.
2.4.11 (AA)	Focus Not Obscured (Minimum)	Supports	
2.5.1 (A)	Pointer Gestures	Supports	
2.5.2 (A)	Pointer Cancellation	Supports	
2.5.3 (A)	Label in Name	Supports	
2.5.4 (A)	Motion Actuation	Supports	
2.5.7 (AA)	Dragging Movements	Supports	
2.5.8 (AA)	Target Size (Minimum)	Supports	
3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Not Applicable	There are no multiple language phrases on a page.
3.2.1 (A)	On Focus	Supports	
3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Supports	
3.2.4 (AA)	Consistent Identification	Supports	

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3.2.6 (A)	Consistent Help	Supports	
3.3.1 (A)	Error Identification	Supports	
3.3.2 (A)	Labels or Instructions	Partially Supports	Some links do not have instructions.
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Supports	
3.3.7 (A)	Redundant Entry	Supports	
3.3.8 (AA)	Accessible Authentication (Minimum)	Supports	
4.1.2 (A)	Name, Role, Value	Partially Supports	The name, role, and state for some of the controls are not defined correctly.
4.1.3 (AA)	Status Messages	Supports	

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Supporting Feature (Status) Terminology

The result of "Accessibility Testing" assists in the determination of the Supporting Features.

Supporting Features or Status	Description
Supports	Use this language when you determine the product fully meets the intent of the criteria or meets with equivalent facilitation. If the product meets equivalent facilitation, please document it in the "Remarks and Explanations" column.
Partially Supports	Use this language when you determine the product does not fully meet the intent of the criteria, but provides some level of access relative to the criteria. Please document the exception in the "Remarks and Explanations" column.
Does Not Support	Use this language when you determine the product does not meet the intent of the criteria. Please document the reason in the "Remarks and Explanations" column.
Not Applicable	Use this language when you determine that the criteria do not apply to the specific product. For example, many web applications do not have video content the "Not Applicable" can be used. Please state, "The application does not have any video content" in the "Remarks and Explanations" column.
Not Evaluated	Use this language when the product has not been evaluated.

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