

Outlook Insight Knowledge Interpreter Accessibility Conformance Report

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1. Revision History

Version	Date	Description	Name
Revision 1.0	08/16/2024	Initial Draft	Dawn Constantine

2. Summary of the Evaluation Findings

This Accessibility Conformance Report uses the VPAT[®] Version 2.5 (Revised) template to describe the conformance of the Outlook Insight Knowledge Interpreter with WCAG 2.2 AA guidelines.

Product Description

The Outlook Insight Knowledge Interpreter under review is a chat interface which connects users with an AI language model that has been specifically adapted for retrieval and explanation of indexed information related to and sourced from configurable databases.

Additional Notes

This audit was conducted in accordance with the accessibility audit process developed by QualityLogic. This process was based on WCAG-EM (WCAG Evaluation Method). Details on evaluation methods and scope can be found in the Scope of Evaluation section below.

Evaluation Findings

Based on this evaluation, the Outlook Insight Knowledge Interpreter does meet WCAG 2.2, Conformance Level AA. Detailed review results are available in the Results and Recommended Actions section below. Resources for follow-up study are listed in the References section below. Feedback on this evaluation is welcome. Any questions can be directed to accessibility@qualitylogic.com.

Scope of Evaluation

The Outlook Insight Knowledge Interpreter was audited to verify compliance with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA by the QualityLogic team from July 16th through July 18th; retesting done on July 19th, July 26th, and July 29th; and retesting done on August 1st, 7th, and 13th through 16th.

Accessibility compliance was audited with automated accessibility tests and manually with the following assistive technologies:

- Job Access With Speech (JAWS) 2024
- Non Visual Desktop Access (NVDA)
- Mac, iOS, and iPadOS VoiceOver
- Android TalkBack

The following web browsers were tested on:

- Windows 11
 - Google Chrome
 - Microsoft Edge
 - Mozilla Firefox
- macOS
 - Google Chrome
 - Mozilla Firefox
 - Safari
- iOS and iPadOS
 - Safari
- Android
 - Google Chrome

Outlook Insight Knowledge Interpreter webpages included in the evaluation were:

- Login page - <https://app.knowledgeinterpreter.com/#/auth/sign-in>
- Chat window - <https://app.knowledgeinterpreter.com/#/>
- Organization Settings - <https://app.knowledgeinterpreter.com/#/administration/organization>
- Knowledge Base Administration - <https://app.knowledgeinterpreter.com/#/administration/knowledge-base>
- Create Knowledge Base - <https://app.knowledgeinterpreter.com/#/administration/knowledge-base/create>
- Knowledge Base Administration - <https://app.knowledgeinterpreter.com/-/administration/knowledge-base/{string is dependent on KB selection}>

3. Results and Recommended Actions

Below are the audit results for conformance against WCAG 2.2 AA standards.

Each WCAG guideline is rated using one of the following conformance levels:

- Supports – The functionality of the product has at least one method that meets the criterion without known defects or meets with the equivalent facilitation.
- Partially Supports – Some functionality of the product does not meet the criterion.
- Does Not Support – The majority of the product functionality does not meet the criterion.

- Not Applicable – The criterion is not relevant to the product.

Table 1: Success Criteria, Level A

WCAG Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports	No issues were identified in the audit that fail to this guideline.
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.2.2 Captions (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.3.1 Info and Relationships	Supports	No issues were identified in the audit that fail to this guideline.
1.3.2 Meaningful Sequence	Supports	No issues were identified in the audit that fail to this guideline.
1.3.3 Sensory Characteristics	Supports	No issues were identified in the audit that fail to this guideline.
1.4.1 Use of Color	Supports	No issues were identified in the audit that fail to this guideline.
1.4.2 Audio Control	Supports	No issues were identified in the audit that fail to this guideline.
2.1.1 Keyboard	Supports	No issues were identified in the audit that fail to this guideline.
2.1.2 No Keyboard Trap	Supports	No issues were identified in the audit that fail to this guideline.
2.1.4 Character Key Shortcuts (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.2.1 Timing Adjustable	Supports	No issues were identified in the audit that fail to this guideline.
2.2.2 Pause, Stop, Hide	Supports	No issues were identified in the audit that fail to this guideline.
2.3.1 Three Flashes or Below Threshold	Supports	No issues were identified in the audit that fail to this guideline.
2.4.1 Bypass Blocks	Supports	No issues were identified in the audit that fail to this guideline.
2.4.2 Page Titled	Supports	No issues were identified in the audit that fail to this guideline.
2.4.3 Focus Order	Supports	No issues were identified in the audit that fail to this guideline.
2.4.4 Link Purpose (In Context)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.1 Pointer Gestures (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.2 Pointer Cancellation (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.

2.5.3 Label in Name (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.4 Motion Actuation (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
3.1.1 Language of the Page	Supports	No issues were identified in the audit that fail to this guideline.
3.2.1 On Focus	Supports	No issues were identified in the audit that fail to this guideline.
3.2.2 On Input	Supports	No issues were identified in the audit that fail to this guideline.
3.2.6 Consistent Help (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
3.3.1 Error Identification	Supports	No issues were identified in the audit that fail to this guideline.
3.3.2 Labels or Instructions	Supports	No issues were identified in the audit that fail to this guideline.
3.3.7 Redundant Entry (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
4.1.2 Name, Role, Value	Supports	No issues were identified in the audit that fail to this guideline.

Table 2: Success Criteria, Level AA

WCAG Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Supports	No issues were identified in the audit that fail to this guideline.
1.2.5 Audio Description (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.3.4 Orientation (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.3.5 Identify Input Purpose (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.3 Contrast (Minimum)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.4 Resize Text	Supports	No issues were identified in the audit that fail to this guideline.
1.4.5 Images of Text	Supports	No issues were identified in the audit that fail to this guideline.
1.4.10 Reflow (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.

1.4.11 Non-text Contrast (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.12 Text Spacing (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.13 Content on Hover or Focus (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.4.5 Multiple Ways	Supports	No issues were identified in the audit that fail to this guideline.
2.4.6 Headings and Labels	Supports	No issues were identified in the audit that fail to this guideline.
2.4.7 Focus Visible	Supports	No issues were identified in the audit that fail to this guideline.
2.4.11 Focus Not Obscured (Minimum) (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.7 Dragging Movements (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.8 Target Size (Minimum) (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
3.1.2 Language of the Parts	Supports	No issues were identified in the audit that fail to this guideline.
3.2.3 Consistent Navigation	Supports	No issues were identified in the audit that fail to this guideline.
3.2.4 Consistent Identification	Supports	No issues were identified in the audit that fail to this guideline.
3.3.3 Error Suggestion	Supports	No issues were identified in the audit that fail to this guideline.
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	No issues were identified in the audit that fail to this guideline.
3.3.8 Accessible Authentication (Minimum) (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
4.1.3 Status Messages (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.

Defects

The following defects and compliance issues were identified during the audit.

Issue severity is categorized into the following levels:

- **Blocker:** This issue blocks access to critical areas on the product under test or has a large impact on core functionality
- **Critical:** This issue fails one of the WCAG 2.2 success criteria

An issue's status can be one of the following:

- **Open:** A fix has not been implemented for this issue and it still infringes upon the compliance of the product under test.
- **3rd Party – Open:** This issue is due to the utilization of 3rd party content that cannot be addressed by the author. Issues with this status still infringe upon the compliance of the product under test.
- **Closed:** This issue is fixed and no longer poses an issue for accessibility. Issues with this status do not infringe upon the compliance of the product under test.

Summary	Requirements	Severity	Status
Knowledge Base - Knowledge base graphics have insufficiently descriptive text alternatives	1.1.1 Non-text Content	Critical	Closed
App - Screen reader announces non-existent bullet element	1.1.1 Non-text Content	Critical	Closed
Chat - Whitespace in response reading order	1.1.1 Non-text Content	Critical	Closed
App - Knowledge base button graphics insufficiently descriptive text alternatives	1.1.1 Non-text Content	Critical	Closed
Organization - Profile graphic text alternative not announced	1.1.1 Non-text Content, 1.3.1 Info and Relationships	Critical	Closed
App - page missing heading level one	1.3.1 Info and Relationships	Critical	Closed
Knowledge Base - No visual differentiation between sortable and non-sortable column headers	1.3.1 Info and Relationships	Critical	Closed
Organization – Page starts with heading level two	1.3.1 Info and Relationships	Critical	Closed
Chat - Response buttons not announced on Safari (blocker)	1.3.1 Info and Relationships	Blocker	Closed
Chat - Response containers misleading role	1.3.1 Info and Relationships	Critical	Closed
Chat - Response buttons not in reading order on Safari	1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence	Critical	Closed
Chat - Citation document cannot be read by iOS Voiceover (blocker)	1.3.1 Info and Relationships, 2.1.1 Keyboard	Blocker	Closed

App - Interactive elements are not described as such	1.3.1 Info and Relationships, 4.1.2 Name, Role, Value	Critical	Closed
Chat - Superscripts not functional	1.3.1 Info and Relationships; 1.3.2 Meaningful Sequence; 2.1.1 Keyboard	Critical	Closed
Chat - Citation elements improperly nested (blocker)	1.3.1 Info and Relationships; 2.1.1 Keyboard	Blocker	Closed
Chat – Clear buttons alt text is similar	1.3.1 Info and Relationships; 4.1.2 Name, Role, Value	Critical	Closed
Knowledge Base - Required inputs not announced as required	1.3.1 Info and Relationships; 4.1.2 Name, Role, Value	Critical	Closed
Organization – Image button announced different when navigating backwards	1.3.1 Info and Relationships; 4.1.2 Name, Role, Value	Critical	Closed
Chat - Citations announced multiple times with multiple roles	1.3.1 Info and Relationships; 4.1.2 Name, Role, Value	Critical	Closed
Organization - Required inputs not announced as required	1.3.1 Info and Relationships; 4.1.2 Name, Role, Value	Critical	Closed
Organization - Profile graphic not in reading order	1.3.2 Meaningful Sequence	Critical	Closed
App - Navigation starts on accept button	1.3.2 Meaningful Sequence; 2.4.3 Focus Order	Critical	Closed
App - Nonexistent element announced by screen reader	1.3.2 Meaningful Sequence; 2.4.3 Focus Order	Critical	Closed
App - Incorrect reading order when exiting user menu	1.3.2 Meaningful Sequence; 2.4.3 Focus Order	Critical	Closed
Chat - Content is obstructed when browser is scaled to 400%	1.4.10 Reflow	Critical	Closed
Knowledge Base - Remove button visually overlaps column header text (functional)	1.4.4 Resize Text; 1.4.10 Reflow	Critical	Closed
Knowledge Base - Table column widths not adjustable via keyboard	2.1.1 Keyboard	Critical	Closed
Knowledge Base - Table keyboard navigation breaks	2.1.1 Keyboard	Critical	Closed
Chat - [iOS] Response buttons not operable with VoiceOver active (blocker)	2.1.1 Keyboard	Blocker	Closed
App - User menu not keyboard operable	2.1.1 Keyboard, 2.4.3 Focus Order	Critical	Closed
App - Expanding sidebar does not bring cursor focus to new content	2.4.3 Focus Order	Critical	Closed
App - Unable to move focus backwards out of certain sections	2.4.3 Focus Order	Critical	Closed
Knowledge Base - Question navigation no instructions	2.4.3 Focus Order; 3.3.2 Labels or Instructions	Critical	Closed
Chat - Response navigation no instructions	2.4.3 Focus Order; 3.3.2 Labels or Instructions	Critical	Closed

Knowledge Base - Info buttons no visual focus indicator	2.4.7 Focus Visible	Critical	Closed
Organization - Profile image button lacks accessible name	2.5.3 Label in Name	Critical	Closed
App - Heading announced incorrectly by screen readers	2.5.3 Label in Name	Critical	Closed
Organizations - Update Logo button's visual label text is not spoken by screen readers	2.5.3 Label in Name	Critical	Closed
App - Knowledge base button graphics do not match	3.2.4 Consistent Identification	Critical	Closed
Knowledge Base - No explanation for asterisk use	3.3.2 Labels or Instructions	Critical	Closed
Organization - Required inputs not visually marked required	3.3.2 Labels or Instructions	Critical	Closed
Knowledge Base - Knowledge base buttons have insufficiently descriptive names and roles	4.1.2 Name, Role, Value	Critical	Closed
Knowledge Base - Question input names not descriptive	4.1.2 Name, Role, Value	Critical	Closed
Knowledge Base - Sortable column headers missing button role and state	4.1.2 Name, Role, Value	Critical	Closed
Knowledge Base - Table pagination buttons lack accessible names	4.1.2 Name, Role, Value	Critical	Closed
App - Sidebar buttons do not announce correct state	4.1.2 Name, Role, Value	Critical	Closed
Chat - Users aren't alerted when page is loading or showing new content	4.1.3 Status Messages	Critical	Closed
App - No status message after expanding the user menu	4.1.3 Status Messages	Critical	Closed

4. References

- Web Content Accessibility Guidelines (WCAG) Overview (<https://www.w3.org/WAI/intro/wcag>)
- Web Content Accessibility Guidelines 2.2 (<https://www.w3.org/TR/WCAG22/>)
- Techniques for WCAG 2.2 (<https://www.w3.org/WAI/WCAG22/Techniques/>)
- Accessibility Evaluation Resources (<http://www.w3.org/WAI/eval/>)
- Website Accessibility Conformance Evaluation Methodology, WCAG-EM (<https://www.w3.org/TR/WCAG-EM/>)
- Web Accessibility Evaluation Tools List (<https://www.w3.org/WAI/ER/tools/>)
- Using Combined Expertise to Evaluate Web Accessibility (<https://www.w3.org/WAI/eval/reviewteams>)