Kore.ai Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Virtual Assistant Chatbot (Kore Web SDK)

Report Date: November, 2025

Product Description: The Kore Web SDK is a toolkit for launching chat windows on websites or within other applications. This is an end-user facing application where the users interact with the virtual assistants. Through the SDK, clients have the flexibility to tailor the appearance and functionality of the Chat window. The SDK establishes a connection with the Kore.ai platform server to handle message processing and deliver responses to the Web SDK. The final determination of its compliance with the requirements, and the level of its conformance, lies with the designers of the chatbot and on the website within which the chatbot is presented.

Contact Information: support@kore.com Or https://support.kore.ai

Notes: The information contained in this report applies to the product itself. Information about product help and support documentation related to 602.3 (Support Docs) for Section 508 is located at: [Web SDK](Web SDK).

Evaluation Methods Used: Testing Virtual Assistant Chatbot involved extensive use of leading assistive technologies such as screen readers, and speech recognition software. Native platform accessibility features were also used to assist with testing.

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

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

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

- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
    - o Clause 9 - Web
    - o Clauses 10.1-10.4 of Clause 10 - Non-Web documents
    - o Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
    - o Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
    - o Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
    - o Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.1.1.1 (Web)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports	Non-text content in the chat window includes alternative text or ARIA labels.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.1.2.1 (Web)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Not Applicable	Only applicable if the bot/agent generates audio/video response. Also not in kore scope, audio/video inputs are from developer/agent

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.1.2.2 (Web)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Not Applicable	Only applicable if the bot/agent generates audio/video response.
		Also not in kore scope, audio/video inputs are from developer/agent

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.1.2.3 (Web)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Not Applicable	Only applicable if the bot/agent generates audio/video response.
		Also not in kore scope,audio/video inputs are from developer/agent

1.3.1 Info and Relationships (Level A) Also applies to:	Web: Partially Support	The Kore Web SDK uses semantic HTML and ARIA-enabled components for core chat interactions,

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.3.1 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		enabling assistive technologies to programmatically determine structure and relationships in most standard scenarios (e.g., conversation flow, input controls). However, support is partial within specific complex templates and widgets where semantic associations are not consistently exposed.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The DOM structure of the chat window orders content in a logical, sequential way matching the visual order (message history, user input, controls), so assistive technologies and keyboard navigation follow a meaningful reading order.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The SDK does not rely solely on sensory characteristics. Textual labels, ARIA labels, or semantic structure are used where needed.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	SDK does not rely solely on color to convey information. information is accompanied by text or animation.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports	Independent audio controls are provided

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	All interactive functionality can be accessed via keyboard
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	The chat window does not include keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.1.4 (Web) Revised Section 508 – Does not apply	Web: Not Applicable	Keyboard shortcuts are not available
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.1 (Web) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	The SDK does not impose time-limited interactions — users can read and respond at their own pace. Session time can be adjusted from the app builder
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.2 (Web) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Web: Not Applicable	No moving and blinking areas inside chat window

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable	Chat window does not contain flashing content
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.1 (Web) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Web: Not Applicable	Chat window does not have large blocks
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.2 (Web) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable	Site has titles not tied to Chat window. Page title is managed by host website
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.3 (Web) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	chat window orders content in a logical, sequential way and has clear, understandable focus order.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web)	Web: Supports	Proper link purpose is generated from bot, and for custom links bot developer has to take care of it.

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)		

2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.1 (Web) Revised Section 508 – Does not apply	Web: Supports	All the gestures for operation can be operated with a single pointer
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.2 (Web) Revised Section 508 – Does not apply	Web: Supports	The down-event of the pointer is not used to execute any part of the function
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.3 (Web) Revised Section 508 – Does not apply	Web: Supports	The Kore Web SDK ensures that the programmatic name of interactive elements includes the same text shown visually
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.4 (Web) Revised Section 508 – Does not apply	Web: Not Applicable	There is no functionality with operated by device motion

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.3.1.1 (Web)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Not Applicable	As the Chat window is just a component in the whole webpage.

3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.1 (Web) Revised Section 508	Web: Supports	Site's components do not initiate a change of context when focused on the interactive elements in the Chat window

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Changing input does not change the context of interface components.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	As the Chat window is just a component in the whole webpage.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Show errors on form validations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	A label is provided for all of the site's input fields.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	As the Chat window is just a component in the whole webpage.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the

Criteria	Conformance Level	Remarks and Explanations

EN 301 549 Criteria
   ● 9.4.1.1 (Web)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
		WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

4.1.2 Name, Role, Value (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.4.1.2 (Web)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports	All interactive elements of the Kore Web SDK chat window expose their name, role, and value programmatically using standard HTML semantics and WAI-ARIA attributes. Dynamic updates, including new chat messages and state changes, are communicated through ARIA live regions and updated state attributes. This ensures compatibility with assistive technologies and compliance with WCAG 2.1 Success Criterion 4.1.2, EN 301 549 9.4.1.2, and Section 508 requirements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.1.2.4 (Web)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Not Applicable	Chat window doesn't have live audio content in synchronized media

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.1.2.5 (Web)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
	Web: Not Applicable	Chat window doesn't have pre recorded videos

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.3.4 (Web) Revised Section 508 – Does not apply	Web: Supports	Chat window supports the orientation
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.3.5 (Web) Revised Section 508 – Does not apply	Web: Not Applicable	Chat input is always a fresh input from user
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.3 (Web) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Chat window maintains the recommended contrast and can be customized using Theme Editor in the Platform too.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Chat widget supports 200% zoom
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable	No images as text
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to:	Web: Supports	Chat window resizes when viewed on small screens

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 9.1.4.10 (Web) Revised Section 508 – Does not apply		
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.11 (Web) Revised Section 508 – Does not apply	Web: Supports	Chat window ensures a 3:1 contrast ratio for essential non-text UI elements (buttons, icons, and focus outlines) and can be customized using Theme Editor in the Platform too
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.12 (Web) Revised Section 508 – Does not apply	Web: Supports	Chat window allows browser and assistive tech-based adjustments to text spacing without loss of content or functionality
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.13 (Web) Revised Section 508 – Does not apply	Web: Supports	Chat window tooltips, menus, and popups remain visible while hovered or focused and can be dismissed via mouse actions
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.5 (Web) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	As the Chat window is just a UI component in the whole webpage.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	The chat window exposes accessible names for controls and interactive elements. However, as it is embedded into a site, it does not contribute to page-level heading hierarchy.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria	Web: Supports	Chat window provides visible focus indicators for interactive elements

Criteria	Conformance Level	Remarks and Explanations
• 9.2.4.7 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Chat window ensures focus indicators are visible and not fully hidden by overlays or scrollable container
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Chat window does not include any functionality requiring dragging gestures
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports with Exceptions	Interactive targets (buttons, icons) in the Chat window meet or exceed the 24 × 24 px minimum target size. Implementers who modify default styles must ensure the target area or spacing remains compliant.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Each portion of the chat window can be programmatically controlled and displayed as per the selected language of the user.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Chat window provides the consistent navigation
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Components that have the same functionality within the chat window are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Chat window does not perform form validation or detect input errors. Error detection and suggestions, if any, are handled by the bot. It supports displaying error suggestions sent by the bot.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable	Not applicable for chat window
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Chat window does not handle any authentication. Any verification process is handled by the Platform
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) Revised Section 508 – Does not apply	Web: Supports	Dynamic updates such as new chat messages, agent statuses, and typing indicator are programmatically exposed to assistive technologies using ARIA live regions

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Web: Not Applicable	Web: Not applicable for chat window

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.2.6 Timeouts (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply	Web: Not Applicable	Web: Not applicable for chat window

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.4.13 Focus Appearance (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.5.5 Target Size (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window

Criteria	Conformance Level	Remarks and Explanations
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not applicable for chat window

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.2 With Limited Vision	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.3 Without Perception of Color	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.4 Without Hearing	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.5 With Limited Hearing	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.6 Without Speech	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.7 With Limited Manipulation	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.8 With Limited Reach and Strength	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.

Chapter 4: [Hardware](#)

Notes: These criteria are all Not Applicable because the product is not Hardware

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2](#).x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	The product does not support platform accessibility services to expose controls to assistive technologies, in most cases.
502.2.2 No Disruption of Accessibility Features	Not applicable	The product is not assistive technology.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.2 Modification of Object Information	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.3 Row, Column, and Headers	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.4 Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.5 Modification of Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.6 Label Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.7 Hierarchical Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.9 Modification of Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.10 List of Actions	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.11 Actions on Objects	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.12 Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.13 Modification of Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.14 Event Notification	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.4 Platform Accessibility Features	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
503.3 Alternative User Interfaces	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The product is not a platform or does not have access to platform accessibility features.

Criteria	Conformance Level	Remarks and Explanations
503.4.2 Audio Description Controls	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
504.2.2 PDF Export	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
504.3 Prompts	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
504.4 Templates	Not Applicable	The product is not a platform or does not have access to platform accessibility features.

Chapter 6: Support Documentation and Services

Notes: Information regarding Support Documentation and Services is available in the Accessibility Conformance Report for the Kore.ai Help Center on the Kore.ai developer website or reach out to Toll free numbers +1 844 924 8973 (US) +44 8081 645770 (UK)

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	See WCAG 2.2 section	See information in WCAG 2.2 section
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Product documentation in the electronic format
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Kore.ai support team can provide information about accessibility features of the production
603.3 Accommodation of Communication Needs	Supports	Toll free numbers +1 844 924 8973 (US)

Criteria	Conformance Level	Remarks and Explanations
		+44 8081 645770 (UK)

EN 301 549 Report

Notes:

Clause [4: Functional Performance Statements](#) (FPS)

Notes: The Kore Web SDK provides accessible interaction for users with visual, hearing, and motor disabilities through standard HTML and ARIA semantics

Clause [5: Generic Requirements](#)

Notes: The Kore Web SDK supports general accessibility principles (keyboard access, screen-reader compatibility, sufficient contrast). Non-applicable clauses (e.g., biometrics, closed functionality) are excluded.

Clause [6: ICT with Two-Way Voice Communication](#)

Notes: Kore Web SDK provides text-based chat interaction. It does not include or manage real-time two-way voice communication. Speech input/output features (if enabled) are one-way and outside the scope of this clause.

Clause [7: ICT with Video Capabilities](#)

Notes: Kore Web SDK does not include or manage video content or conferencing. Any embedded video content is displayed via standard browser players, which provide their own accessibility features.

Clause [8: Hardware](#)

Notes: These criteria are all Not Applicable because the product is not Hardware

Clause [9: Web](#) *(see [WCAG 2.x section](#))*

Notes: The Kore Web SDK conforms to WCAG 2.2 Level AA as referenced by Clause 9 of EN 301 549.

Clause [10: Non-Web Documents](#)

Notes: Kore Web SDK does not create or distribute non-web electronic documents. All user interfaces and content are web-based

Clause [11: Software](#)

Notes: Kore Web SDK provides accessible web-based software UI components that expose ARIA attributes, support keyboard interaction, and convey state information

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See [WCAG 2.x](#) section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not applicable	The product is not assistive technology
11.5.2.5 Object information	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.5.2.6 Row, column, and headers	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.5.2.7 Values	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.5.2.8 Label relationships	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.5.2.9 Parent-child relationships	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.5.2.10 Text	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.5.2.11 List of available actions	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.5.2.12 Execution of available actions	Not applicable	The product is not a platform or does not have access to platform accessibility features.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.13 Tracking of focus and selection attributes	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.5.2.14 Modification of focus and selection attributes	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.5.2.15 Change notification	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.5.2.16 Modifications of states and properties	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.5.2.17 Modifications of values and text	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.6.2 No disruption of accessibility features	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.7 User preferences	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not applicable	The product is not a platform or does not have access to platform accessibility features.
11.8.4 Repair assistance	Not applicable	The product is not a platform or does not have access to platform accessibility features.

Criteria	Conformance Level	Remarks and Explanations
11.8.5 Templates	Not applicable	The product is not a platform or does not have access to platform accessibility features.

Clause 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Kore.ai support team can provide information about accessibility features of the production
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Kore.ai support team can provide information about accessibility features of the production
12.2.3 Effective communication	Supports	Toll free numbers +1 844 924 8973 (US) +44 8081 645770 (UK)
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Clause 13: ICT Providing Relay or Emergency Service Access

Notes: Kore Web SDK does not provide or control relay or emergency service access. It is not designed or intended for emergency communication

Note on customizations

The Kore Web SDK is provided as a flexible, embeddable web chat window intended to be integrated by clients into their websites. While the default implementation is built with semantic HTML, ARIA practices, and accessibility-aware design, the actual accessibility conformance depends significantly on how the SDK is implemented — especially when customization,custom templates, additional styling or custom scripts are involved.

As a result:

- The accessibility conformance described in this report applies to the out-of-the-box default behavior of Kore Web SDK.

- Any custom templates, UI customizations,, DOM manipulations added to the SDK may alter or remove semantic markup, ARIA roles/attributes, focus order, contrast, or other accessibility-critical features.

- For integrations involving customizations, we strongly recommend performing a post-integration accessibility audit (semantic DOM inspection; screen reader + keyboard + zoom/contrast testing) to verify that full conformance with the relevant standards (e.g., WCAG) is maintained.

Clients must ensure that their customizations preserve or enhance accessibility.

Kore.ai Legal Disclaimer

The information above describes this product's ability to support the applicable Standards/Guidelines, subject to Kore.ai's interpretation of those standards refer below ADA compliance statement and the remarks in this document. For more information regarding the accessibility status of this product or other Kore.ai products, contact: support@kore.com.

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Kore.ai ADA Compliance Statement:

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To Whom It May Concern:

Kore.ai develops, provides and supports technology (the Kore Conversational Platform) for organizations that intend to design, develop, test, deploy and manage a Conversational Experience with their end-users (chatbot). The Platform supports all members involved in the development lifecycle and provides access which is relevant and necessary for deployment including the design of the experience itself.

Upon completion and approval, the solution is packaged and deployed in the organization's website to facilitate access by end users. This package (WebSDK) has been reviewed and verified and Kore.ai attests that it supports compliance with the relevant requirements of the American Disabilities Act, WCAG 2.2 level AA and other guidance.

However, it should be noted that the final determination of its compliance with the requirements, and the level of its conformance, lies with the designers of the chatbot and on the website within which the chatbot is presented.

Signed by:

Raj Koneru

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Raj Koneru

CEO