

Accessibility Statement for Live Chat for Teams

Social Intents, LLC is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone, and applying the relevant accessibility standards.

Measures to support accessibility

Social Intents, LLC takes the following measures to ensure accessibility of Live Chat for Teams:

- Include accessibility throughout our internal policies.
- Integrate accessibility into our procurement practices.
- Provide continual accessibility training for our staff.
- Assign clear accessibility targets and responsibilities.

Conformance status

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Live Chat for Teams is partially conformant with WCAG 2.0 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

Feedback

We welcome your feedback on the accessibility of Live Chat for Teams. Please let us know if you encounter accessibility barriers on Live Chat for Teams:

- Phone: 404-669-6609
- E-mail: info@socialintents.com
- Twitter: @socialintents

We try to respond to feedback within 1 business day.

Technical specifications

Accessibility of Live Chat for Teams relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins

installed on your computer:

- HTML
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and alternatives

Despite our best efforts to ensure accessibility of Live Chat for Teams, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for Live Chat for Teams:

1. **Agent dashboard reports:** The visual reports may not have text alternatives because . We are investigating options for text alternatives. You can export text data via CSV.
2. **Tab focus events in apps page as agent:** Some elements in the table do not get tab focus because Tab indexes are missing in some tab data. We're are working on upgrading the system to add tab index to table rows. .

Assessment approach

Social Intents, LLC assessed the accessibility of Live Chat for Teams by the following approaches:

- Self-evaluation

Formal approval of this accessibility statement

This Accessibility Statement is approved by:

Social Intents, LLC
Communications Department
Director of Communications