



## EN 301 549 Accessibility Declaration of Conformance

Date of Report: August 5, 2021

Name of Product: Dynamics 365 Customer Engagement - Sales

Description of Product: Dynamics 365 for Sales enables salespeople to build strong relationships with their customers, take actions based on insights, and close sales faster. Use Dynamics 365 for Sales to keep track of your accounts and contacts, nurture your sales from lead to order, create sales collateral, create marketing lists and campaigns, and even follow service cases associated with specific accounts or opportunities.

The Enterprise Sales product includes Dynamics 365 - Enterprise Sales, D365 Office Integration, Dynamics 365 - Skype for Business Integration, Dynamics 365 Company News Timeline and CRM Relationship Insights (Email Engagement, Relationship Assistant, Auto Data Capture), Dynamics 365 Predictive Scoring (which includes Dynamics 365 Predictive Lead Scoring and Dynamics 365 Predictive Opportunity Scoring), Dynamics 365 Relationship Insights (Relationship Analytics) and Dynamics 365 Who Knows Whom, Dynamics 365 Sales and MS Teams Integration, and Dynamics 365 Sales Productivity Bot.

Admin functionality and goals rollup will contain accessibility features in a later release.

With the release of the support for hybrid scenarios from within Unified Interface runtime, the following capabilities will launch within the classic web client context and will not be fully accessible. These capabilities are:

- Advanced Find (Creating personal views)
- Bulk edit
- Merge records
- Record sharing
- All options under Set Personal Options (Creating email template with slugs).

In future releases, we will be moving these capabilities to work on native Unified Interface.

Platform: Web

Product Build: continuous release

Accessibility website: [Microsoft Accessibility](#)

For assistance with this report, please [email us](#).

### Section 1 Scope

This [EN 301 549 V2.1.2 \(PDF\)](#) Accessibility Conformance Report specifies the functional accessibility requirements applicable to Microsoft ICT products and services.

## Section 2 References

## Section 3 Definitions and abbreviations

## Section 4 Functional Statements

### Functional Accessibility Requirements

## Section 5 Generic Requirements

This section does not apply to Dynamics 365 Customer Engagement - Sales.

## Section 6 ICT with two-way voice communication

This section does not apply to Dynamics 365 Customer Engagement - Sales.

## Section 7 ICT with video capabilities

This section does not apply to Dynamics 365 Customer Engagement - Sales.

## Section 8 Hardware

This section does not apply to Dynamics 365 Customer Engagement - Sales.

## Section 9 Web

This section does not apply to Dynamics 365 Customer Engagement - Sales.

## Section 10 Non-web documents

This section does not apply to Dynamics 365 Customer Engagement - Sales.

## Section 11 Software

Criteria	Supporting Features	Remarks
<b>11.1.1.1.1 Non-text content (screen reading supported)</b> Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.1.1 Non-text Content</a> .	Supported With Exceptions	Dynamics 365 Gamification: The decorative image beside each team is announced with a name in browse mode.
<b>11.1.2.1.1 Audio-only and video-only (pre-recorded)</b> Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading and where pre-recorded auditory information is not needed to enable the use of closed	Not Applicable	

Criteria	Supporting Features	Remarks
functions of ICT, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)</a> .		
<b>11.1.2.2 Captions (pre-recorded)</b> Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)</a> .	Not Applicable	
<b>11.1.2.3.1 Audio description or media alternative (pre-recorded)</b> Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)</a> .	Not Applicable	
<b>11.1.2.4 Captions (live)</b> Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.2.4 Captions (Live)</a> .	Not Applicable	
<b>11.1.2.5 Audio description (pre-recorded)</b> Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)</a> .	Not Applicable	
<b>11.1.3.1.1 Info and relationships</b> Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.3.1 Info and Relationships</a> .	Supported With Exceptions	Gamification: <ul style="list-style-type: none"> <li>- JAWS announces the same name for the controls like "Calls", "Meeting", "Revenue".</li> <li>- Ensures elements with an ARIA role that require child roles contain them.</li> <li>- Ensures elements with an ARIA role that require parent roles are contained by them (aria-required-parent).</li> <li>- Edit and delete button under column action items are announced as read only only with tab navigation.</li> <li>- Ensures elements with an ARIA role that require parent roles are contained by them (.tab-single).</li> </ul>

Criteria	Supporting Features	Remarks
		<ul style="list-style-type: none"> <li>- Ensures elements with an ARIA role that require child roles contain them (div[role="row"])).</li> </ul> <p>Forecasting:</p> <ul style="list-style-type: none"> <li>- No proper name for the checkbox.</li> <li>- Announces disabled field as clickable.</li> <li>- There is no announcement on second caps+arrow on the checkbox.</li> <li>- The disabled combo-box announced as clickable.</li> <li>- Narrator does not give info about the loading result as well as auto suggestions field.</li> <li>- Narrator/NVDA is not reading required for "Roll upto Hierarchy Control" field when focus lands on it.</li> </ul> <p>Enterprise Marketing:</p> <p>Narrator/NVDA is not reading 'name' at delete button.</p> <p>Sales Accelerator:</p> <ul style="list-style-type: none"> <li>- Heading tags are missing for the visually present heading on the page.</li> <li>- Narrator is announcing unnecessary information when we go to look for templates.</li> </ul> <p>Dynamics 365 Office Integration:</p> <ul style="list-style-type: none"> <li>- Narrator is reading as only "Link" when focus is on links present in "Conversations" section.</li> <li>- Keyboard tab stop is provided for non-interactive content (entire section).</li> <li>- Narrator/NVDA is not reading the label that is present for combo boxes in Download template.</li> </ul> <p>Relationship Insights (EE &amp; ADC):</p> <p>NVDA/Narrator is not reading about the sorting status at the column headers in "Add Products Grid".</p> <p>Sales Insights:</p> <p>Keyboard focus is going onto non-</p>

Criteria	Supporting Features	Remarks
		interactive contents in teams dialer side panel.
<b>11.1.3.2.1 Meaningful sequence</b> Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence</a> .	Supported	
<b>11.1.3.3 Sensory characteristics</b> Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics</a> .	Supported	
<b>11.1.3.4 Orientation</b> Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.3.4 Orientation</a> .	Supported	
<b>11.1.3.5 Identify input purpose</b> Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose</a> .	Supported	
<b>11.1.4.1 Use of colour</b> Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.4.1 Use of Color</a> .	Supported	
<b>11.1.4.2 Audio control</b> If any audio in a software plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	Not Applicable	
<b>11.1.4.3 Contrast (minimum)</b> Where ICT is non-web software that provides a user interface, it shall satisfy	Supported With Exceptions	Color Contrast ratio for "Yammer" text is less than 4.5:1

Criteria	Supporting Features	Remarks
the <a href="#">WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)</a> .		
<b>11.1.4.4.1 Resize text</b> Where ICT is non-web software that provides a user interface and that supports access to enlargement features of platform or assistive technology, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.4.4 Resize Text</a> .	Supported With Exceptions	Gamification: - The name of the button "add photo" is not clearly visible at 100, 110, 125, and 200% zoom level. - The header rank is not clearly visible at 150% zoom and filter button at 200% zoom.  Segment: At 200% zoom keyboard focus on "learn more" link in status message disappears.
<b>11.1.4.5.1 Images of text</b> Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 1.4.5 Images of Text</a> .	Supported	
<b>11.1.4.10.1 Reflow</b> Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: <ul style="list-style-type: none"> <li>• Vertical scrolling content at a width equivalent to 320 CSS pixels;</li> <li>• Horizontal scrolling content at a height equivalent to 256 CSS pixels;</li> </ul> Except for parts of the content which require two-dimensional layout for usage or meaning.	Supported With Exceptions	Forecasting: - At reflow, when the page is resized to 400%, data loss is observed. - Content is not completely visible (Search edit field and Radio buttons) when user performs reflow.  Dynamics 365 Office Integration: - When user performs reflow, content present in the pop-up is not completely visible for the users. - When reflow is performed, content of the dropdown list item is getting truncated.  Dynamics 365 Teams Integration: - When we reflow the page, content is getting overlapped and not able to see text field clearly. - Non text contrast ratio for background color given for "search for a team" against screen color is 1.1:1, which is less than 3:1.

Criteria	Supporting Features	Remarks
		<ul style="list-style-type: none"> <li>- Narrator/NVDA is not reading the status message "We're setting up your new connection. This could take 5 minutes."</li> <li>- Narrator/NVDA is not reading the searching/status to the user.</li> <li>- When the popup is reflowed, then "Step 1" text is missing and Team name 'edit field text' is not completely visible and 'Required' text is overlapping with the 'Back' button.</li> </ul> <p>Relationship Analytics: Narrator is not announcing status message "We are activating relationship analytics, this may take a few minutes."</p>
<b>11.1.4.11 Non-text contrast</b> Where ICT is non-web software that provides a user interface, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast</a> .	Supported With Exceptions	Dynamics 365 MS Teams Integration: <ul style="list-style-type: none"> <li>- Color contrast ratio of the checkbox is below 3:1.</li> <li>- Color contrast ratio of the selected items in the drop down is below 3:1.</li> <li>- Non text contrast ratio for background color given for "search for a team" against screen color is 1.1:1, which is less than 3:1.</li> </ul>
<b>11.1.4.12 Text spacing</b> Where ICT is non-web software that provides a user interface and that does not have a fixed size content layout area that is essential to the information being conveyed, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.12 Text spacing</a> .	Supported	
<b>11.1.4.13 Content on hover or focus</b> Where ICT is a non-web software that provides a user interface, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 1.4.13 Content on hover or focus</a> .	Supported	
<b>11.2.1.1.1 Keyboard</b> Where ICT is non-web software that provides a user interface and that supports access to keyboards or a keyboard interface, it shall satisfy the	Supported With Exceptions	<p>Gamification: The filter drop down does not collapse with escape key.</p> <p>Enterprise Marketing: By pressing esc key at expanded dropdown, entire popup is getting</p>

Criteria	Supporting Features	Remarks
<a href="#">WCAG 2.1 Success Criterion 2.1.1 Keyboard.</a>		<p>closed instead of only expanded dropdown getting closed</p> <p>Add Products: The controls present in the row at products grid are taking 2-3 keyboard strokes when user tries to navigate between controls using arrow keys.</p>
<p><b>11.2.1.2 No keyboard trap</b></p> <p>If keyboard focus can be moved to a component of the software using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	Supported With Exceptions	<p>Forecasting: Keyboard is getting trapped inside the values of the Dropdown "Hot, Cold, et cetera".</p> <p>Dynamics 365 Office Integration: Keyboard is getting trapped inside the values of the Dropdown "Hot, Cold, et cetera".</p>
<p><b>11.2.1.4.1 Character key shortcuts</b></p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts.</a></p>	Not Applicable	
<p><b>11.2.2.1 Timing adjustable</b></p> <p>For each time limit that is set by the software, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• Turn off: The user is allowed to turn off the time limit before encountering it; or</li> <li>• Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</li> <li>• Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</li> <li>• Real-time Exception: The time limit is a required part of a real-time event (for</li> </ul>	Not Applicable	



Criteria	Supporting Features	Remarks
<p>example, an auction), and no alternative to the time limit is possible; or</p> <ul style="list-style-type: none"> <li>• Essential Exception: The time limit is essential and extending it would invalidate the activity; or</li> <li>• 20 Hour Exception: The time limit is longer than 20 hours.</li> </ul>		
<p><b>11.2.2.2 Pause, stop, hide</b></p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <p>Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</p> <p>Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</p>	Not Applicable	
<p><b>11.2.3.1 Three flashes or below threshold</b></p> <p>Software does not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p>	Supported	
<p><b>11.2.4.3 Focus order</b></p> <p>If software can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Supported With Exceptions	<p>Gamification: The focus after clicking "no button" on the delete pop up does not move to the button that invoked the pop up.</p> <p>Dynamics 365 Sales and MS Teams Integration: After collapsing "Need to restock" link focus is navigating to the start of the</p>

Criteria	Supporting Features	Remarks
		<p>page.</p> <p>Sales Insights: While entering any string (number or character or special character) in between given input in Dial pad, the keyboard focus is going to the last character.</p>
<p><b>11.2.4.4 Link purpose (in context)</b></p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)</a>.</p>	Supported	
<p><b>11.2.4.6 Headings and labels</b></p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 2.4.6 Headings and Labels</a>.</p>	Supported With Exceptions	<p>Gamification: Sitemap has no heading level set.</p> <p>Sales Accelerator Heading tags are missing for the visually present heading on the page.</p>
<p><b>11.2.4.7 Focus visible</b></p> <p>Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 2.4.7 Focus Visible</a>.</p>	Supported With Exceptions	Dynamics 365 Predictive Scoring: Keyboard focus is not visible on "Interactive Chart" after pressing Shift +Tab key from Score Improves tooltip.
<p><b>11.2.5.1 Pointer gestures</b></p> <p>All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	Not Applicable	
<p><b>11.2.5.2 Pointer cancellation</b></p> <p>For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• No Down-Event: The down-event of the pointer is not used to execute any part of the function;</li> </ul>	Supported	

Criteria	Supporting Features	Remarks
<ul style="list-style-type: none"> <li>• Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;</li> <li>• Up Reversal: The up-event reverses any outcome of the preceding down-event;</li> <li>• Essential: Completing the function on the down-event is essential.</li> </ul>		
<b>11.2.5.3 Label in name</b> Where ICT is non-web software that provides a user interface, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.5.3 Label in Name</a> .	Supported With Exceptions	Enterprise Marketing Narrator/NVDA is not reading the selected item names properly
<b>11.2.5.4 Motion actuation</b> Where ICT is non-web software that provides a user interface, it shall satisfy <a href="#">WCAG 2.1 Success Criterion 2.5.4 Motion Actuation</a> .	Not Applicable	
<b>11.3.1.1.1 Language of software</b> Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, the default human language of software can be programmatically determined.	Supported	
<b>11.3.2.1 On focus</b> Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 3.2.1 On Focus</a> .	Supported	
<b>11.3.2.2 On input</b> Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 3.2.2 On Input</a> .	Supported	
<b>11.3.3.1.1 Error identification</b> Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the	Supported	

Criteria	Supporting Features	Remarks
<a href="#">WCAG 2.1 Success Criterion 3.3.1 Error Identification.</a>		
<b>11.3.3.2 Labels or instructions</b> Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions.</a>	Supported	
<b>11.3.3.3 Error suggestion</b> Where ICT is non-web software that provides a user interface, it shall satisfy the <a href="#">WCAG 2.1 Success Criterion 3.3.3 Error Suggestion.</a>	Supported	
<b>11.3.3.4 Error prevention (legal, financial, data)</b> For software that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: 1) Reversible: Submissions are reversible. 2) Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3) Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Not Applicable	
<b>11.4.1.1.1 Parsing</b> For software that uses markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are	Supported With Exceptions	Gamification: - Ensures elements with ARIA roles have all required ARIA attributes. - Ensures every id attribute value is unique (.lb_award_name). - Ensures every id attribute value of active elements is unique (button[onclick="hideBlock\{(0\}"])).

Criteria	Supporting Features	Remarks
unique, except where the specifications allow these features.		
<p><b>11.4.1.2.1 Name, role, value</b></p> <p>For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p>	Supported With Exceptions	<p>Gamification:</p> <ul style="list-style-type: none"> <li>- The filter button has no name and a wrong control is set for it.</li> <li>- The tables under "display current leaders" do not have a name set.</li> <li>- The button edit and delete do not have a name set and wrong control type has been set.</li> <li>- Ensures elements with ARIA roles have all required ARIA attributes.</li> <li>- Control type is set to "Text" instead of "Tooltip".</li> </ul> <p>Forecasting:</p> <ul style="list-style-type: none"> <li>- Ensures ARIA attributes are allowed for an element's role (button[aria-label="January\ 13\ 2021"]).</li> <li>- Buttons must have discernible text (.ms-TagItem-close).</li> <li>- No proper name for the checkbox.</li> </ul> <p>Enterprise Marketing:</p> <p>Narrator/NVDA is not reading 'name' at the delete button.</p> <p>Lead routing:</p> <p>The issue is that a Fluent ComboBox where label field was optional but has taken dependency on aria-labelledby.</p>
<p><b>11.5.2.1 Platform accessibility service support for software that provides a user interface</b></p> <p>Platform software shall provide a set of documented platform services that enable software that provides a user interface running on the platform software to interoperate with assistive technology.</p> <p>Platform software should support requirements 11.5.2.5 to 11.5.2.17 except that, where a user interface concept that corresponds to one of the clauses</p>	Not Applicable	

Criteria	Supporting Features	Remarks
11.5.2.5 to 11.5.2.17 is not supported within the software environment, these requirements are not applicable. For example, selection attributes from 11.5.2.14 (Modification of focus and selection attributes) may not exist in environments that do not allow selection, which is most commonly associated with copy and paste.		
<p><b>11.5.2.2 Platform accessibility service support for assistive technologies</b></p> <p>Platform software shall provide a set of documented platform accessibility services that enable assistive technology to interoperate with software that provides a user interface running on the platform software.</p> <p>Platform software should support the requirements of clauses 11.5.2.5 to 11.5.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.5.2.5 to 11.5.2.17 is not supported within the software environment, these requirement are not applicable. For example, selection attributes from 11.5.2.14 (Modification of focus and selection attributes) may not exist in environments that do not allow selection, which is most commonly associated with copy and paste.</p>	Not Applicable	
<p><b>11.5.2.3 Use of accessibility services</b></p> <p>Where the software provides a user interface it shall use the applicable documented platform accessibility services. If the documented platform accessibility services do not allow the software to meet the applicable requirements of clauses 11.5.2.5 to 11.5.2.17, then software that provides a user interface shall use other documented services to interoperate with assistive technology.</p>	See sections 11.5.2.5 through 11.5.2.17	
<b>11.5.2.4 Assistive technology</b>	Not Applicable	

Criteria	Supporting Features	Remarks
Where the ICT is assistive technology it shall use the documented platform accessibility services.		
<b>11.5.2.5 Object information</b> Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the user interface elements' role, state(s), boundary, name, and description programmatically determinable by assistive technologies.	Supported With Exceptions	Gamification: - The filter button has no name, and a wrong control is set for it. - The tables under "display current leaders" do not have a name set. - The button edits and delete do not have a name set and the wrong control type has been set. - Control type is set to "Text" instead of "Tooltip"  Forecasting: Buttons must have discernible text (.ms-TagItem-close).
<b>11.5.2.6 Row, column, and headers</b> Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the row and column of each cell in a data table, including headers of the row and column if present, programmatically determinable by assistive technologies.	Supported With Exceptions	Gamification: The column header is not announced for the cells below column header row.
<b>11.5.2.7 Values</b> Where the software provides a user interface, it shall, by using the services as described in clause 11.5.2.3, make the current value of a user interface element and any minimum or maximum values of the range, if the user interface element conveys information about a range of values, programmatically determinable by assistive technologies.	Supported	
<b>11.5.2.8 Label relationships</b> Where the software provides a user interface it shall expose the relationship that a user interface element has as a label for another element, or of being labelled by another element, using the services as described in clause 11.5.2.3, so that this information is	Supported	

Criteria	Supporting Features	Remarks
programmatically determinable by assistive technologies.		
<b>11.5.2.9 Parent-child relationships</b> Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the relationship between a user interface element and any parent or children elements programmatically determinable by assistive technologies.	Supported	
<b>11.5.2.10 Text</b> Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the text contents, text attributes, and the boundary of text rendered to the screen programmatically determinable by assistive technologies.	Supported	
<b>11.5.2.11 List of available actions</b> Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make a list of available actions that can be executed on a user interface element, programmatically determinable by assistive technologies.	Supported	
<b>11.5.2.12 Execution of available actions</b> Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow the programmatic execution of the actions exposed according to clause 11.5.2.11 by assistive technologies.	Supported	
<b>11.5.2.13 Tracking of focus and selection attributes</b> Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make information and mechanisms necessary to track focus, text insertion point, and	Supported	



Criteria	Supporting Features	Remarks
selection attributes of user interface elements programmatically determinable by assistive technologies.		
<b>11.5.2.14 Modification of focus and selection attributes</b> Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify focus, text insertion point, and selection attributes of user interface elements where the user can modify these items.	Supported	
<b>11.5.2.15 Change notification</b> Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, notify assistive technologies about changes in those programmatically determinable attributes of user interface elements that are referenced in requirements 11.5.2.5 to 11.5.2.11 and 11.5.2.13.	Supported	
<b>11.5.2.16 Modifications of states and properties</b> Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify states and properties of user interface elements, where the user can modify these items.	Supported With Exceptions	Forecasting: - The selection is not announced. - The list items when expanded have no announcement.
<b>11.5.2.17 Modifications of values and text</b> Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to modify values and text of user interface elements using the input methods of the platform,	Supported	

Criteria	Supporting Features	Remarks
where a user can modify these items without the use of assistive technology.		
<b>11.6.1 User control of accessibility features</b> Where software is a platform it shall provide sufficient modes of operation for user control over those platform accessibility features documented as intended for users.	Not Applicable	
<b>11.6.2 No disruption of accessibility features</b> Where software provides a user interface it shall not disrupt those documented accessibility features that are defined in platform documentation except when requested to do so by the user during the operation of the software.	Supported With Exceptions	Forecasting: Keyboard focus is not visible on buttons and links when high contrast black/white mode is enabled.
<b>11.7 User preferences</b> Where software provides a user interface it shall provide sufficient modes of operation that use user preferences for platform settings for colour, contrast, font type, font size, and focus cursor except for software that is designed to be isolated from its underlying platforms.	Supported With Exceptions	Forecasting: Keyboard focus is not visible on buttons and links when high contrast black/white mode is enabled.
<b>11.8.2 Accessible content creation</b> Authoring tools shall enable and guide the production of content that conforms to clauses 9 (Web content) or 10 (Non-Web content) as applicable.	Not Applicable	
<b>11.8.3 Preservation of accessibility information in transformations</b> If the authoring tool provides restructuring transformations or re-coding transformations, then accessibility information shall be preserved in the output if equivalent mechanisms exist in the content technology of the output.	Not Applicable	
<b>11.8.4 Repair assistance</b>	Not Applicable	

Criteria	Supporting Features	Remarks
If the accessibility checking functionality of an authoring tool can detect that content does not meet a requirement of clauses 9 (Web) or 10 (Non-web documents) as applicable, then the authoring tool shall provide repair suggestion(s).		
<b>11.8.5 Templates</b> When an authoring tool provides templates, at least one template that supports the creation of content that conforms to the requirements of clauses 9 (Web) or 10 (Non-web documents) as applicable shall be available and identified as such.	Not Applicable	

## Section 11 Software – Closed Functionality

This section does not apply to Dynamics 365 Customer Engagement - Sales.

## Section 12 Documentation and support services

Criteria	Supporting Features	Remarks
<b>12.1.1 Accessibility and compatibility features</b> Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT.	Supported	
<b>12.1.2 Accessible documentation</b> Product documentation provided with the ICT shall be made available in at least one of the following electronic formats: a) a Web format that conforms to clause 9, or b) a non-web format that conforms to clause 10.	Supported	
<b>12.2.2 Information on accessibility and compatibility features</b>	Supported	

Criteria	Supporting Features	Remarks
ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation.		
<b>12.2.3 Effective communication</b> ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.	Supported	<a href="#">Disability Answer Desk</a>
<b>12.2.4 Accessible documentation</b> Documentation provided by support services shall be made available in at least one of the following electronic formats: a) a Web format that conforms to clause 9, or b) a non-web format that conforms to clause 10.	Supported	

### Section 13 ICT providing relay or emergency service access

This section does not apply to Dynamics 365 Customer Engagement - Sales.

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Please consult with Assistive Technology (AT) vendors for compatibility specifications of specific AT products.

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