

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

Zoho Desk Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product: Zoho Desk

Report Date: 02 Mar 2026

Product Description: Zoho Desk is an omnichannel customer service platform for quick and seamless customer experiences.

This cloud-based software is designed to help customer service teams with personalized support, seamless self-service, improved agent productivity, and improved overall customer happiness.

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Notes: This report's scope is limited only to the following modules in Zoho Desk: Ticket Module, Accounts Module, Contact Module, Analytics Module, Custom Module, KB Module, Community Module, Activities Module, IM Module, Help center page, Admin Experience Pages (Partially Supported), and GC Module.

Evaluation Methods Used: Manual accessibility testing was conducted using assistive technologies, including VoiceOver, Narrator, and NVDA, along with keyboard-only navigation. Automated and semi-automated accessibility testing tools were also used, including WebAIM Contrast Checker, WAVE, WCAG Color contrast checker, and Landmark Navigation via Keyboard or Pop-up Chrome extensions.

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

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 (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (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.x Report

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most images in Zoho Desk have alt text (for example, agent avatars). All input fields have accessible names. We are working on extending this support across the product.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Partially Supports	Prerecorded videos on Zoho Desk include captions. We are working on adding audio transcripts and descriptions.
1.2.2 Captions (Prerecorded) (Level A)	Partially Supports	Captions are available for most pre-recorded videos on Zoho Desk. However, some videos do not include captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Does Not Support	Yet to be implemented.
1.3.1 Info and Relationships (Level A)	Partially Supports	We have incorporated semantic markup in our product for proper structuring, including landmarks, headings, buttons, links, tables, and forms. However, certain areas still

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

		require improvement, and we are actively working to enhance support across the product.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	Supported in most parts of our product, with ongoing efforts to extend coverage to missed areas like iframes.
1.3.3 Sensory Characteristics (Level A)	Supports	We have incorporated tooltips and provided accessible names in these areas.
1.4.1 Use of Color (Level A)	Supports	In the ticket conversation tab, public and private comments are distinguished by color and labeled accordingly. In forms, required fields are marked in red and indicated with an asterisk. The underline links option ensures that all links are underlined and highlight color is applied, making them easily distinguishable from regular text.
1.4.2 Audio Control (Level A)	Supports	In tickets, attached audio files do not play automatically. Users can manually start and stop playback as needed.
2.1.1 Keyboard (Level A)	Partially Supports	All interactive elements in Zoho Desk are accessible via keyboard, except for certain areas like iframes. Product functionality does not rely on timed keyboard input.

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

		Additionally, Zoho Desk provides dedicated keyboard shortcuts that are distinct from browser and screen reader shortcuts.
2.1.2 No Keyboard Trap (Level A)	Supports	We provide shortcuts like `Esc` to exit trapped areas, such as dialogs where focus must remain inside. Additionally, to move away from the description field, we support `Option + Down Arrow` on Mac and `Alt + Down Arrow` on Windows.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Partially Supports	Keyboard shortcuts can be toggled on or off from User Preferences. Currently, Zoho Desk does not support remapping functionality.
2.2.1 Timing Adjustable (Level A)	Partially Supports	Notifications in Zoho Desk have time limits. Users can disable, adjust, or extend the limit using the "Toast Notification" feature under "User Preferences > Accessibility Controls". Certain areas still need to be implemented. Example: KB module
2.2.2 Pause, Stop, Hide (Level A)	Supports	The ticket timer tracks the time

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

		agents spend on tickets and can be paused, stopped, or hidden if not needed. Additionally, the onboarding carousel automatically transitions between slides but pauses when hovered over.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	We use flashing content, such as a star blink animation, to indicate new features or enhancements, but it flashes at a rate of less than three times per second and below the specified threshold.
2.4.1 Bypass Blocks (Level A)	Partially Supports	Bypass blocks are available through the Page Navigator and "Skip to Main Content", with support for all key pages. We are working to extend this support to other pages, including iframes.
2.4.2 Page Titled (Level A)	Partially Supports	All pages in Zoho Desk have titles, and we are working on making them more descriptive.
2.4.3 Focus Order (Level A)	Partially Supports	Supported in most parts of our product, with ongoing efforts to cover missed areas like iframes.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Supported in most parts of our product, with ongoing efforts to achieve full support.

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	The product does not include any multi-point gestures or path-based features.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Partially Supports	The mouse down event is currently used in certain areas of the product, and we are working to remove it.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	We ensure that the accessible name matches the visible label. When a visible label is not present, an appropriate accessible name is provided.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	Zoho Desk does not incorporate functionalities that rely on device motion.
3.1.1 Language of Page (Level A)	Supports	The Lang attribute is supported in our product and adjusts based on user preferences. Users can switch languages through the Accessibility Controls.
3.2.1 On Focus (Level A)	Supports	Changing focus does not perform any operation automatically.
3.2.2 On Input (Level A)	Supports	Modifying inputs does not cause any unexpected context changes.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Consistent help is available across the product and is easily identifiable on the

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

		right side of every page header.
3.3.1 Error Identification (Level A)	Partially Supports	We provide clear text explanations for errors. However, "aria-invalid" is missing in some areas, and we are working on extending support for it.
3.3.2 Labels or Instructions (Level A)	Supports	In forms, field labels are visually positioned above the input fields/values and clearly describe their purpose. These labels are also implemented semantically in the code. Additionally, we provide nearby help text with instructions, such as format guidelines and error resolution steps.
3.3.7 Redundant Entry (Level A 2.2 only)	Partially Supports	The product automatically populates the from address in the reply editor when previously provided by the user, minimizing repetitive input. Additionally, Snippets and Ticket Templates are available to improve efficiency.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

		the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Partially Supports	We always use HTML over ARIA to achieve accessibility. When HTML needs additional information or when a custom widget needs to be conveyed for screen reader users, we use ARIA attributes. This is supported in most of the product, with an ongoing effort to achieve full support.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Zoho Desk currently does not support live synchronized audio or video functionality.
1.2.5 Audio Description (Prerecorded) (Level AA)	Does Not Support	Yet to be implemented.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Partially Supports	Supported across most areas of the product, with ongoing efforts to address remaining gaps such as iframes.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Supports	The product currently implements the type attribute for certain input fields, with ongoing efforts to standardize this across all inputs, including

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

		the use of the autocomplete attribute.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Most areas maintain the minimum contrast ratio by default, except for some iframe pages. Additionally, we have implemented an increased contrast feature, allowing users to adjust the contrast level based on their preference.
1.4.4 Resize Text (Level AA)	Supports	Zoho Desk allows users to resize text up to 200% using the font size feature located under User Preferences > Accessibility Controls.
1.4.5 Images of Text (Level AA)	Supports	Text is implemented using real text rather than images. Images of text are used only when essential, such as logos or branding graphics.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	All functionality and meaning are retained when the screen is resized. The interface is fully responsive, with no loss of content and no requirement for two-dimensional scrolling.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Essential UI components, interactive controls, and visual indicators have sufficient contrast against adjacent colors.

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	All functionality and meaning are retained when text spacing is adjusted, and the layout adapts appropriately.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	The product supports the Esc action for additional elements displayed on hover or focus, and the content remains visible until the hover or focus is removed.
2.4.5 Multiple Ways (Level AA)	Supports	Zoho Desk includes a main navigation bar in the header that allows users to switch between different modules and access the global search function. The setup landing page provides a list of setup pages for easy access. Additionally, keyboard shortcuts are available for navigating to main modules (e.g., Z + T for the Ticket module).
2.4.6 Headings and Labels (Level AA)	Partially Supports	Clear headings and labels are provided in most areas of the product; however, some form fields do not yet have proper labels.
2.4.7 Focus Visible (Level AA)	Partially Supports	Focus visibility is supported via the "Focus Ring" feature under "Accessibility Controls" in Zoho Desk. Work is ongoing to

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

		extend support to the remaining areas, such as iframes.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	We ensure that focused content is always visible within the viewport. If an element is outside the visible area when focused, the page automatically scrolls to bring it into view.
2.5.7 Dragging Movements (Level AA 2.2 only)	Does Not Support	Yet to be implemented.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	Supported in most areas of the product, with ongoing efforts to achieve full coverage.
3.1.2 Language of Parts (Level AA)	Supports	When multilingual and translation functionalities are used, the translated content is updated on the server, and the page language is adjusted accordingly.
3.2.3 Consistent Navigation (Level AA)	Supports	Consistent navigation is supported throughout the product. For example, the top navigation bar is consistently present across multiple pages, with module tabs and buttons always arranged in a fixed order.
3.2.4 Consistent Identification (Level AA)	Supports	Global search functionality at the top of the product is consistently identified

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

		throughout the product.
3.3.3 Error Suggestion (Level AA)	Supports	We have effective error correction mechanisms in place, including nearby help text with instructions for resolving errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	We provide confirmation alerts to inform users of the consequences of their actions in advance. Additionally, a recycle bin is available for retrieving deleted information.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	The product provides Multi-Factor Authentication (MFA) mechanisms, including mobile-based authentication, Smart Sign-In (QR), and alternative methods such as OTP for user authentication.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	Supported in KB module (Article Delete and Clone features). Full support is yet to be provided.

Table 3: Success Criteria, Level AAA

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Does Not Support	Yet to be implemented.
1.2.7 Extended Audio Description	Does Not	Yet to be implemented.

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

(Prerecorded) (Level AAA)	Support	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Does Not Support	Yet to be implemented.
1.2.9 Audio-only (Live) (Level AAA)	Does Not Support	Yet to be implemented.
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Partially Supports	ARIA landmarks have been implemented to define page regions; however, some pages in the product still lack this support. Efforts are ongoing to improve coverage. Most HTML markup is in place across the product, though certain areas, such as iframes, may not yet include it.
1.4.6 Contrast (Enhanced) (Level AAA)	Partially Supports	While some areas maintain this contrast ratio, we have introduced an increased contrast feature that enables users to adjust the contrast level to their preference.
1.4.7 Low or No Background Audio (Level AAA)	Supports	Our prerecorded audios are free from background noise.
1.4.8 Visual Presentation (Level AAA)	Partially Supports	Throughout the product, we ensure equal left and right spacing, along with adequate line and paragraph spacing for text. Additionally, text remains visible without requiring scrolling when zoomed in.
1.4.9 Images of Text (No Exception) (Level AAA)	Supports	The product uses actual text to

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

AAA)		present all information and avoids using images of text. Text elements are styled using CSS or other formatting methods to achieve the desired visual appearance.
2.1.3 Keyboard (No Exception) (Level AAA)	Partially Supports	Most interactive elements in the product are accessible via keyboard; however, certain areas such as iframes are not fully keyboard accessible. Product functionality does not rely on timed keyboard input. Additionally, the product provides dedicated keyboard shortcuts that do not conflict with browser or screen reader shortcuts.
2.2.3 No Timing (Level AAA)	Partially Supports	We do not impose any unnecessary time limits. Time limits exist only for certain notifications, and even those can be adjusted or disabled through user preference settings. Currently, this feature is supported only in a few modules, but we are actively working to extend it across Zoho Desk.
2.2.4 Interruptions (Level AAA)	Partially Supports	Notification pop-ups, banners, and toasts can be muted.
2.2.5 Re-authenticating (Level AAA)	Supports	In Tickets, replies are

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

		automatically drafted even if a user's session expires, allowing them to resume seamlessly after re-authentication. In the Knowledge Base, articles and templates are automatically saved to prevent any loss of content.
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Supports	The product ensures that user inactivity does not result in any data loss.
2.3.2 Three Flashes (Level AAA)	Supports	We use flashing content, such as a star blink animation, to indicate new features or enhancements, but it flashes at a rate of less than three times per second.
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Supports	Motion effects can be reduced using the Reduced Motion option under User Preferences > Accessibility Controls.
2.4.8 Location (Level AAA)	Partially Supports	The current location is indicated using an active state in the product's main navigation bar, the left navigation panel in individual modules, and the setup left panel.
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	Supported throughout the product.
2.4.10 Section Headings (Level AAA)	Supports	We have structured content into `sections` within our product, each with appropriate

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

		headings.
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Partially Supports	Focused content is always kept visible within the view-port. If an element is outside the visible area when it receives focus, the page automatically scrolls to bring it into view. On certain pages, such as those containing iframes, the focused content may still be partially hidden.
2.4.13 Focus Appearance (Level AAA 2.2 only)	Partially Supports	A minimum 2px distance is maintained between elements and associated focus indicators.
2.5.5 Target Size (Enhanced) (Level AAA 2.1 and 2.2)	Partially Supports	Supported in some areas of the product, with ongoing efforts to provide full coverage.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Supports	The product supports concurrent input mechanisms and does not restrict users to a single input method.
3.1.3 Unusual Words (Level AAA)	Supports	We avoid using unusual words, including jargon, idioms, and complex phrases.
3.1.4 Abbreviations (Level AAA)	Partially Supports	Supported in user education pages. we will implement the same across the product.
3.1.5 Reading Level (Level AAA)	Supports	Our product uses simple, easy-to-understand language without complicated words.

	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

3.1.6 Pronunciation (Level AAA)	Partially Supports	Most of the words used in our product are clear and easy to understand.
3.2.5 Change on Request (Level AAA)	Supports	No automatic changes of context occur. All such changes require a deliberate user action.
3.3.5 Help (Level AAA)	Supports	A help document is associated with every page and action in the product. It can be accessed from the top-right corner of each page.
3.3.6 Error Prevention (All) (Level AAA)	Supports	We provide confirmation alerts to inform users of the consequences of their actions in advance. Additionally, a recycle bin is available for retrieving deleted information.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Supports	The product provides Multi-Factor Authentication (MFA) mechanisms, including mobile-based authentication, Smart Sign-In (QR), and alternative methods such as OTP for user authentication.

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	Zoho Desk Accessibility Conformance Report
ZD-VPAT/01	Rev No: 1.2 Date: 02 - Mar -2026

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