

Pendo.io, Inc. – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Pendo Listen Customer Facing Portal

Report Date: February 2026

Product Description: Pendo Listen customer portal is a curated, public-facing space where customers and end users can submit feedback, explore ideas under consideration, vote on priorities, and track updates over time. Unlike a raw feedback inbox, the portal is designed to help product teams share what they’re actively considering, building, or have shipped by reducing noise while increasing transparency and alignment with customers. It also gives contributors visibility into their own submissions and votes, helping teams close the loop at scale without heavy manual moderation.

Contact Information: support@pendo.io

Notes: N/A

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Levels A and AA, Section 508 and EN 301 549. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- NVDA and Chrome

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

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 be used only in WCAG Level AAA.

WCAG 2.2 Report

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 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Supports	Web: Non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Decorative non-text content is marked as presentational.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.
1.3.1 Info and Relationships (Level A)	Web: Partially Supports	<p>Web: In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • There are visually grouped form controls that are not programmatically grouped such as "Must have", "Change", "Remove" present on the page "My Priorities". • The radio button group labeled "Importance" is announced twice by screen readers due to redundant grouping markup present on the page "Give Feedback".

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Web: Supports	Web: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
1.3.3 Sensory Characteristics (Level A)	Web: Supports	Web: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.
1.4.1 Use of Color (Level A)	Web: Supports	Web: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
1.4.2 Audio Control (Level A)	Web: Supports	Web: The product does not include audio that plays automatically or for more than 3 seconds.
2.1.1 Keyboard (Level A)	Web: Supports	Web: The product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator.
2.1.2 No Keyboard Trap (Level A)	Web: Supports	Web: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard and/or advises users of any non-standard methods required to do so.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	Web: The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Web: Supports	Web: The product does not contain time-limited or time-dependent content.
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	Web: The product does not contain content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web: The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Web: Supports	Web: The product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A)	Web: Supports	Web: Pages of the product provide titles that adequately describe their topic or purpose.
2.4.3 Focus Order (Level A)	Web: Supports	Web: The product ensures that focusable components receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A)	Web: Supports	Web: The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	Web: The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: The product does not contain functionality that uses a pointer for operation, or the down-event of the pointer is not used to execute any part of the functionality.
2.5.3 Label in Name (Level A 2.1 only)	Web: Supports	Web: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Supports	Web: The product ensures that functionality triggered by device or user motion can also be operated by conventional user interface components.
3.1.1 Language of Page (Level A)	Web: Supports	Web: The product ensures that the default human language used on each page can be programmatically determined.
3.2.1 On Focus (Level A)	Web: Supports	Web: The product ensures that interface components do not initiate a change of context when receiving focus.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Web: Supports	Web: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link unless the user has been advised of this behavior before use.
3.2.6 Consistent Help (Level A 2.2 only)	Web: Supports	Web: The product does not contain help mechanisms.
3.3.1 Error Identification (Level A)	Web: Supports	Web: Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A)	Web: Supports	Web: Where user input is required, the product presents adequate labels or instructions for successfully providing that input.
3.3.7 Redundant Entry (Level A 2.2 only)	Web: Supports	Web: The product does not request redundant user-entered information in multi-step processes.
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 WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Web: Partially Supports	<p>Web: In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined, and whose state, properties, and value, where applicable, can be programmatically set.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • There is a button "Clear search" without the appropriate name information present on the page "Header". • There is a tooltip control without role information present on the page "Listen Portal". • There are elements with unnecessary aria attributes or values such as "aria-describedby" & "aria-label" present on the "Header" page.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	Web: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape unless a specific orientation is essential.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Supports	Web: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA)	Web: Supports	Web: Visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors.
1.4.4 Resize text (Level AA)	Web: Supports	Web: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Web: Supports	Web: Except for logos, the product uses text instead of images of text.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only)	Web: Supports	Web: The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions except where scrolling is required for two-dimensional content such as tables, diagrams, or maps.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Supports	Web: Visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s).
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports	Web: The product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	Web: Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content.
2.4.5 Multiple Ways (Level AA)	Web: Supports	Web: The product provides multiple ways to navigate through pages in the product except where pages are sequential steps in a process.
2.4.6 Headings and Labels (Level AA)	Web: Supports	Web: Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated.
2.4.7 Focus Visible (Level AA)	Web: Supports	Web: The product provides a visible indication of keyboard focus for elements on each page.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Web: Supports	Web: When user interface components receive keyboard focus, they are, at minimum, partially visible.

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only)	Web: Supports	Web: The product does not use dragging movements for interactive functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Web: Supports	Web: The size of targets in the product meets the requirements of this criterion.
3.1.2 Language of Parts (Level AA)	Web: Supports	Web: Pages of the product present content in a single language.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	Web: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification (Level AA)	Web: Supports	Web: The product ensures that components with the same functionality are identified consistently across pages of the product.
3.3.3 Error Suggestion (Level AA)	Web: Supports	Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: The product does not cause legal commitments, process financial transactions, or modify or delete user-controllable data.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Web: Supports	Web: The product does not require users to complete a cognitive function test during its authentication process.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Supports	Web: When status messages appear, the product automatically provides those messages to assistive technology without requiring focus.

Table 3: Success Criteria, Level AAA

Notes: Not tested