

Sendbird's Delight AI agent – Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Delight AI Agent SDK

Report Date: April 2026

Product Description: The Delight AI Agent SDK is a cross-platform messaging SDK that enables AI-powered customer service automation within mobile and web applications. The SDK provides conversation interfaces including a launcher button, real-time AI chat, file attachments, customer satisfaction surveys (CSAT), and conversation list management.

Contact Information: <https://sendbird.com/contact-sales>

Notes: This report covers iOS (native), Android (native), React (JS web), and React Native (mobile) platforms.

Evaluation Methods Used: The Delight AI Agent SDK was evaluated internally by Sendbird's Engineering team across four platforms: iOS using VoiceOver on a physical iPhone device, Android using TalkBack on a physical Android device, React (JS) using NVDA and VoiceOver on desktop browsers, and React Native using VoiceOver / TalkBack on physical devices. Testing included manual screen reader navigation, gesture-based interaction, code audit, and design review.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

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 2.2	Level A (Yes) Level AA (Yes) Level AAA (Partial)

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

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, the criteria 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

Criteria	Conformance Level	Remarks and Explanations
Guideline 1.1 Text Alternatives		
1.1.1 Non-text Content (Level A)	Supports	Decorative icons are hidden from assistive technology. File messages provide text alternatives describing file type and name. CSAT emoji ratings, feedback buttons (Like/Dislike), CTA buttons, suggested replies, and citation links all carry text labels. *Template-message elements such as Carousel/Cascade are excluded from React Native because template messages are not implemented in the platform yet.
Guideline 1.2 Time-Based Media		
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	SDK does not produce or embed prerecorded audio or video content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No prerecorded synchronized media is present.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No prerecorded video content is present.
Guideline 1.3 Adaptable		
1.3.1 Info and Relationships (Level A)	Supports	Message cells convey sender, timestamp, and content in structured reading order. System messages are prefixed with "System message." Date separators precede messages. Conversation list items present agent, status, last message, time, and unread count. Decorative elements hidden from AT. CSAT questions use heading semantics.
1.3.2 Meaningful Sequence (Level A)	Supports	Header: Menu → Title → Escalate → Close. Input: Attach → Input → Send. Messages in chronological order. CSAT and feedback elements in sequential order.
1.3.3 Sensory Characteristics (Level A)	Supports	No UI relies solely on sensory characteristics. All actions communicated through text and icons.
Guideline 1.4 Distinguishable		
1.4.1 Use of Color (Level A)	Supports	Error states use icons and/or text in addition to color.
1.4.2 Audio Control (Level A)	Not Applicable	SDK does not play audio content.
Guideline 2.1 Keyboard Accessible		

2.1.1 Keyboard (Level A)	Supports	All interactive elements operable via assistive technology gestures. Image viewer provides navigation and close. Modals fully operable.
2.1.2 No Keyboard Trap (Level A)	Supports	All modals dismissible via escape gesture. Repeated escape never traps users.
2.1.4 Character Key Shortcuts (Level A)	Supports	No single-character keyboard shortcuts implemented on any platform.
Guideline 2.2 Enough Time		
2.2.1 Timing Adjustable (Level A)	Supports	Toast persists for 12 seconds when a screen reader is active, exceeding minimum threshold. No other content imposes a time limit.
2.2.2 Pause, Stop, Hide (Level A)	Supports	During AI streaming, progress updates are not announced; only final message is. Typing indicator is rate-limited to avoid excessive announcements.
Guideline 2.3 Seizures and Physical Reactions		
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No animations exceed three flashes per second.
Guideline 2.4 Navigable		
2.4.1 Bypass Blocks (Level A)	Supports	Native platforms provide system back gestures. Web provides skip navigation.
2.4.2 Page Titled (Level A)	Supports	Conversation announces "Conversation with {agent}" on entry. Ended conversations shows "Conversation has ended." List announces "Conversations, {N} total." Each announcement is delivered once.
2.4.3 Focus Order (Level A)	Supports	Focus on menu button at entry. Focus stays on input after send. Focus preserved during pagination. Modals manage focus on open/close. Image viewer restores focus. Sequential navigation with auto-scroll.
2.4.4 Link Purpose (In Context) (Level A)	Supports	CTA buttons, citation links, "Powered by Sendbird," and "Start new conversation" are all clearly labeled.
Guideline 2.5 Input Modalities		
2.5.2 Pointer Cancellation (Level A)	Supports	Standard platform touch-up events. Touch cancellable by dragging away.
2.5.3 Label in Name (Level A)	Supports	All accessible names match visible text labels.
2.5.4 Motion Actuation (Level A)	Not Applicable	No functionality triggered by device motion.
Guideline 3.1 Readable		
3.1.1 Language of Page (Level A)	Supports	SDK establishes page-level language settings based on its configured

		locale (context-object language) for assistive technology.
Guideline 3.2 Predictable		
3.2.1 On Focus (Level A)	Supports	No unexpected context changes on focus.
3.2.2 On Input (Level A)	Supports	No automatic context changes on input. Submit requires explicit activation.
Guideline 3.3 Input Assistance		
3.3.1 Error Identification (Level A)	Supports	Send failures announced. File errors via alert modals. CSAT errors with focus on relevant fields.
3.3.2 Labels or Instructions (Level A)	Supports	Input labeled "Message" with accessible placeholder. CSAT provides instructional text. File labels include type and name.
Guideline 4.1 Compatible		
4.1.2 Name, Role, Value (Level A)	Supports	- Buttons: All buttons (launcher, menu, send, attach, close*, escalate, feedback, CSAT options, suggested replies) expose their name and "button" role. - Text input: announces its type. - Links: CTA, citation, and branding links announce their role. - Toggle: Feedback selection and CSAT ratings announce "selected" state. - Disabled states: Input unavailability is communicated (e.g., "Chat is unavailable in this channel"). - Conditional visibility: Send button is hidden from the accessibility tree when input is empty. *React Native uses a "Close messenger" button while other platforms use "Close conversation."

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
Guideline 1.2 Time-Based Media		
1.2.4 Captions (Live) (Level AA)	Not Applicable	SDK does not contain live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	SDK does not contain prerecorded video content.
Guideline 1.3 Adaptable		
1.3.4 Orientation (Level AA)	Partially Supports	SDK does not restrict orientation as a requirement. Landscape mode is partially supported: - iOS and React: They function in both orientations. - Android: Landscape support is in progress. - React Native: RN supports both orientations.
1.3.5 Identify Input Purpose (Level AA)	Not Applicable	No autofill-eligible personal data fields. Only free-text messaging and feedback inputs.
Guideline 1.4 Distinguishable		
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Default theme color tokens were updated in the April 2026 releases across iOS, Android, and React to meet WCAG 2.2 AA text contrast for low/medium emphasis text and key UI components. Formal contrast ratio measurement across all remaining text elements is in progress. Meanwhile, a contrast token update is in progress for React Native.
1.4.4 Resize Text (Level AA)	Supports	SDK supports Dynamic Type and system font scaling on all platforms, iOS, Android, React, and React Native. Content renders without clipping or overlap at increased text sizes. React supports browser zoom.
1.4.5 Images of Text (Level AA)	Supports	All text rendered using native text components. No text rendered as images.
1.4.10 Reflow (Level AA)	Supports	Content reflows without horizontal scrolling on all platforms.
1.4.11 Non-text Contrast (Level AA)	Partially Supports	Color tokens for feedback rating buttons, modals, CSAT components, and start-new-conversation button were updated in the April 2026 releases across iOS, Android, and React to meet WCAG 2.2 AA non-text contrast. Formal contrast ratio measurement across remaining interactive elements (e.g., launcher, suggested reply) is in progress. Meanwhile, a contrast update for color tokens is in progress for React Native.

1.4.12 Text Spacing (Level AA)	Partially Supports	- iOS, Android, and React Native: Native platforms delegate text spacing to OS; SDK does not override system properties; not applicable at platform level. - React: Message content areas support text spacing overrides. Some non-message UI elements may clip when spacing is increased. Template messages are excluded from spacing overrides.
1.4.13 Content on Hover or Focus (Level AA)	Supports	No hover/focus-triggered tooltip content. Modals explicitly triggered by user activation.
Guideline 2.4 Navigable		
2.4.5 Multiple Ways (Level AA)	Not Applicable	Single-purpose embedded SDK with linear navigation.
2.4.6 Headings and Labels (Level AA)	Supports	Agent name uses heading role. Input labeled "Message." All buttons carry descriptive labels. CSAT questions use headings. List header labeled "Conversations."
2.4.7 Focus Visible (Level AA)	Supports	System focus indicators (VoiceOver cursor, TalkBack highlight) visible on all elements. React provides visible focus styling.
2.4.11 Focus Not Obscured (Minimum) (Level AA)	Supports	Focused elements not obscured by headers, floating buttons, or overlays.
Guideline 2.5 Input Modalities		
2.5.1 Pointer Gestures (Level AA)	Supports	Mobile: Swipe gestures enable sequential carousel access. React: Explicit Previous/Next buttons provided. * React Native: Carousel/Cascade templates are not implemented in the platform yet, so RN has no carousel target for this criterion.
2.5.7 Dragging Movements (Level AA)	Supports	No drag required. All features via single-point activation.
2.5.8 Target Size (Minimum) (Level AA)	Partially Supports	- iOS: All touch areas met 44pt minimum. - Android: All touch areas met 48dp minimum. - React: Sampled non-inline interactive targets in launcher, conversation, and conversation-list views met the 24 × 24 CSS pixel minimum. Inline text links in message content are exempt under the WCAG 2.5.8 inline exception. - React Native: Partially Supports — minimum touch target size is not guaranteed; currently relies on 4pt hitSlop on header buttons.
Guideline 3.1 Readable		

3.1.2 Language of Parts (Level AA)	Partially Supports	Per-part language markup for mixed-language content is not supported, as message-level language metadata is not available from the server. As per React Native, it sets <code>accessibilityLanguage</code> only on the root container and does not support per-message language attributes. In addition, message-level language metadata is not provided by the server, which is consistent across platforms.
Guideline 3.2 Predictable		
3.2.3 Consistent Navigation (Level AA)	Supports	Header buttons appear in consistent positions and order across all screens.
3.2.4 Consistent Identification (Level AA)	Supports	Identical functions use identical labels across screens.
Guideline 3.3 Input Assistance		
3.3.3 Error Suggestion (Level AA)	Supports	Error messages provide contextual resolution information (file size limits, CSAT required fields).
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	SDK does not process legal, financial, or test-submission data.
3.3.7 Redundant Entry (Level AA)	Not Applicable	No multi-step forms requiring re-entry.
3.3.8 Accessible Authentication (Minimum) (Level AA)	Not Applicable	Authentication handled by host application.
Guideline 4.1 Compatible		
4.1.3 Status Messages (Level AA)	Supports	Typing indicator, new messages, agent connection, and conversation closure announced via live regions. Notifications suppressed for hidden views and during re-entry.

Table 3: Success Criteria, Level AAA

Notes: The Delight AI Agent SDK was not fully evaluated for WCAG 2.2 Level AAA conformance. The following criterion is voluntarily addressed:

Criteria	Conformance Level	Remarks and Explanations
Guideline 2.3 Seizures and Physical Reactions		
2.3.3 Animation from Interactions (Level AAA)	Partially Supports	- iOS: Reduce Motion makes typing indicator static "..." and the launcher appears instantly. - Android: Typing indicator respects Reduce Motion; toast animation follows system settings. - React: No custom animations requiring Reduce Motion support. - React Native: Typing indicator static and launcher are shown instantly under Reduce Motion.

Legal Disclaimer

This Accessibility Conformance Report is provided for informational purposes only and does not constitute a legal certification of accessibility. Conformance claims are based on evaluation conducted at the time of reporting using the methods described above and may not reflect all user scenarios, device configurations, or assistive technology combinations. Product updates may affect the conformance status reported herein.