Thoughtspot Accessibility Conformance Report WCAG Edition

(Based on VPAT ® Version 2.4)

Name of Product/Version:	ThoughtSpot
Report Date:	April 14th, 2020
Product Description:	ThoughtSpot
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Notes

Equal Entry LLC, a third party accessibility consultant, worked with ThoughtSpot to define a set of User Scenarios (Appendix A) to assess ThoughtSpot. Regression testing of previous audit.

ThoughtSpot reviewed the detailed issue list, prioritized and fix several items. Exceptions in this document are pending accessibility issues, to be addressed in future product releases. to ThoughtSpot. This report, generated on date April 14th, 2020, supersedes any previous report covering these same scenarios.

Evaluation Methods Used: Manual testing using various browser agents, assistive technologies and inspection tools. Scenarios are in Appendix A. Additional details are in Appendix B.

Smarter Decision Making

This report covers the degree of conformance for the following accessibility standard/guidelines: Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/, at level A and AA.

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 2.1 Report

Note

When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG Conformance Requirements.

Success Criteria

Success Criterion	Conformance Level	Remarks
1.1.1 Non-text Content (Level A)	Partially Supports	Scenario 1: information center icon in bottom right corner of page has no programmatic label thoughtspot logo in lower right corner of page has no programmatic label
1.2.1 Audio-only and Videoonly (Pre-recorded) (Level A)	Not Applicable	Does not contain any Audio-Only or Video-Only pre-recorded content
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Does not contain Prerecorded content
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Does not contain Prerecorded content
1.2.4 Captions (Live) (Level AA)	Not Applicable	Does not contain Prerecorded content
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Does not contain Prerecorded content
1.3.1 Info and Relationships (Level A)	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined
1.3.2 Meaningful Sequence (Level A)	Supports	Content is presented visual ly as wel l as programmatical ly in a logical sequence
1.3.3 Sensory Characteristics (Level A)	Supports	Information is conveyed using multiple indicators

1.4.1 Use of Color (Level A)	Supports	Information communicated visually with color is made available through alternative means as well
1.4.2 Audio Control (Level A)	Not Applicable	Does not contain Auto-Play content
1.4.3 Contrast (Minimum) (Level AA)	Supports	Color contrast of text against its background meets or exceeds guideline minimums.
1.4.4 Resize text (Level AA)	Supports	Text can be resized up to 200 percent without loss of content or functionality
1.4.5 Images of Text (Level AA)	Supports	While images of text are used they are customizable to the user's requirement/preferences
2.1.1 Keyboard (Level A)	Supports	All operable content was accessible and usable via only the keyboard
2.1.2 No Keyboard Trap (Level A)	Supports	No Keyboard traps were found
2.2.1 Timing Adjustable (Level A)	Not Applicable	Does not contain timers
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	Does not contain autoupdating, scrolling or flashing content
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	Does not contain Flashing text or other visuals
2.4.1 Bypass Blocks (Level A)	Supports	Bypass blocks are used effectively throughout to aid in navigation
2.4.2 Page Titled (Level A)	Supports	Titling is used effectively throughout to aid in understanding
2.4.3 Focus Order (Level A)	Supports	Focus Order is logical aiding in both navigation and understanding
2.4.4 Link Purpose (In Context) (Level A)	Supports	Link text was found to be accurate and clear

2.4.5 Multiple Ways (Level AA)	Supports	The user scenario S1 of 7: Homepage: Common header menu; Login specifically addressed the need for an alternative method of finding a web page - Search
2.4.6 Headings and Labels (Level AA)	Supports	Heading and labels are descriptive throughout to aid in understanding
2.4.7 Focus Visible (Level AA)	Supports	A visual focus indicator was used throughout to aid in navigation and understanding
3.1.1 Language of Page (Level A)	Supports	Language is programmatical ly expressed for assistive technologies at the product or page level
3.1.2 Language of Parts (Level AA)	Not Applicable	Does not contain language changes
3.2.1 On Focus (Level A)	Supports	As component receives focus, they do not initiate a change of context
3.2.2 On Input (Level A)	Supports	Controls have clear purpose and behavior
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms are visually and functionally consistent
3.2.4 Consistent Identification (Level AA)	Supports	Components that have similar functionality are visually and functionally consistent
3.3.1 Error Identification (Level A)	Supports	Input errors are clearly identified and described to the user in text
3.3.2 Labels or Instructions (Level A)	Partially Supports	Scenario 1: Recently Trending dropdown is not programmatically labeled
3.3.3 Error Suggestion (Level AA)	Supports	Users are provided suggestions for correcting errors

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Does not contain legal commitments, financial transactions or user control lable data changes within a data storage system
4.1.1 Parsing (Level A)	Supports	Correct HTML 5 is used throughout
4.1.2 Name, Role, Value (Level A)	Partially Supports	Scenario 1: • Recently Trending dropdown does not have expected child elements • Inaccurate attribute name in use: "ariarole" Scenario 7: • Microphone button not programmatically described • Listening mode for SearchIQ not announced by screenreader • Completion of search results from SearchIQ not announced by screenreader

Appendix A

Equal Entry LLC worked with ThoughtSpot to define the following User Scenarios to assess ThoughtSpot.

The following Criteria were Not Applicable based on a review with ThoughtSpot that confirmed that current scenarios do not contain this functionality.

- 1.2.1 Audio-only and Video-only (Prerecorded)
- 1.2.2 Captions (Prerecorded)
- 1.2.3 Audio Description or Media Alternative (Prerecorded)
- 1.2.4 Captions (Live)
- 1.2.5 Audio Description (Prerecorded)
- 1.4.2 Audio Control
- 2.2.1 Timing Adjustable
- 2.2.2 Pause, Stop, Hide
- 2.3.1 Three Flashes or Below Threshold
- 3.1.2 Language of Parts
- 3.3.4 Error Prevention (Legal, Financial, Data)

Scenarios

S1 of 7: Homepage: Common header menu; Login

- Login to portal at https://a11y.thoughtspot.com/ with credentials tsadmin / admin

- Use profile menu to navigate to Profile and select it. Review text and interactive elements on profile page

- Enter abc@gmail.com into email input. Confirm error message at top can be read.

- Navigate to Answers and then navigate to the All, Yours and Favorites tabs

- Navigate to Select Sticker dropdown and select Sports Goods Clear selection by clicking on it again.

- Navigate to example of nested tabbed interface by activating SpotIQ, navigating to Results, Analysis, Feedback and Preferences tabs

- Navigate to and select Results tab; navigate to All, Yours and Favorites tabs

- Navigate to and activate the logo hyperlink in upper left corner of header, to return to the homepage

S2 of 7: Homepage: Navigate and discover Pinboard tiles; Help content

- Login to portal at https://a11y.thoughtspot.com/ with credentials tsadmin / admin

- Navigate past header menu to search bar

- Navigate to and read Favorites tiles

- Navigate to and read Recently Viewed tiles

- Expand and collapse the 'Load More' link under Recently Viewed

- Navigate to and read Recently trending tiles

- Change Recently Trending to All time popular; navigate to and read tiles; expand Load More and discover remaining tiles in section

- Navigate to and read Did you know? tiles

- Find a tile that is not favorited (star in upper right corner is not fi I led in). Favorite it by clicking on the star. Navigate to Sales - North America tile and open Sales - North America pinboard

- Within the Sales - North America pinboard: edit the pinboard details by clicking on the pencil to the right of the name

- Find and evaluate controls for SpotIQ analysis, presentation mode and the options menu

- Expand and collapse the pinboard insights

- Expand and collapse the 'Load More' link under pinboard insights

S3 of 7: Simple search bar usage, including autocomplete

• Login to portal at https://a11y.thoughtspot.com/ with credentials tsadmin / admin

• Navigate past header menu to search bar

• In search page, find and read list items in expanded autocomplete menu

• In search page autocomplete menu, find and read instructions

• In search page search field, enter "store" and monitor changes to autocomplete suggestions

• Select 'store region'; evaluate changes to page content

• Enter additional term "sales"; evaluate changes to content

• Evaluate chart that is displayed, titled "Total Sales by Store Region"

• Evaluate buttons to right, "View table View chart", Pin, SpotIq Analysis, Share, More

• Find additional customization controls: Change visualization, Edit chart config, Edit chart style, Query details, View R analysis

• Find and open Find an Expert form

• Evaluate Find an Expert form; Send

• Find and read SpotIQ Insights

S4 of 7: Simple search result: Data page filters (lefthand sidebar), starting from blank query, filtering and then search

• Login to portal at https://a11y.thoughtspot.com/ with credentials tsadmin / admin

• Navigate past header menu to search; Enter search term: product service category

• Col lapse and Expand the Data sidebar on lefthand side

• Find and activate Choose Sources button

• Find and evaluate list of selected sources

• Filter by name: project

• Find "No matched data"

• Filter by name: sales

• Find filtered results organized into Imported Data and Tables sections; Close sources view

• Filter by name: sporting

• Confirm that worksheet "Sporting Goods" has a checkmark. If it doesn't, checkmark it

• Close Choose sources window

• Data pane should now contain Sporting Goods. Expand/collapse items under Sporting Goods. In Data Pane Search Columns input, enter: store Find Store Name and click on it to add it to search bar. Confirm there is a green checkmark next to Store Name in data pane after it is added

• Add filter Store Name. Note that in UX this is done by clicking on the little filter symbol that appears when you hover Evaluate contents of Store Namefilter dialog; close dialog

S5 of 7: Simple search result: Navigate and discover chart types; be able to export to excel via download

- Login to portal at https://a11y.thoughtspot.com/ with credentials tsadmin / admin

- Change to Pinboards tab; search for Sales (by putting Sales in Search Input field)

- Select the Sales - North America pinboard and open it

- Find Top Selling Products this quarter in More menu, select Edit

- You should now be in the Edit window for Top Selling Products this quarter). Find "Change Visualizations" button and click it. Read contents of chart choice panel and select Pie

- Find and read contents of pie chart; change to Column

- Change between View Chart and View Table, then back; change to Bar chart

- Configure bar chart to swap values in X and Y axes

- Edit bar chart style to change bar color to purple

- Add and remove data labels

- Find and read Query Details

- Find and read contents of R analysis settings

- In option menu, select Download as XLSX

S6 of 7: Search result: Table / description layout

- Login to portal at https://a11y.thoughtspot.com/ with credentials tsadmin / admin

- Change to Pinboards tab; search for Sales

- Select the Sales - North America pinboard and open it.

- Find Top Selling Products this quarter and edit it by clicking on Edit in "..." menu.

- Change View Chart to View Table

- Find rows and columns of table; find column with Project in column header

- Toggle Sort order in Project column

- Bring up and dismiss filter dialog

- Navigate between cells to find Total Sales for Gatorate Contour Bottle, age group d) 65+

S7 of 7: Natural language search: SearchIQ

- Login to portal at https://a11y.thoughtspot.com/ with credentials tsadmin / admin

- Change to Pinboards tab; search for Sales

- Select the Sales - North America pinboard and open it.

- Find and activate Total Spending by Project; in Options menu, Edit

- Toggle Search IQ on

- Find and read warning message that source is not optimized for SearchIQ (based on search results as of 6/19)

- Turn on mic, ask question, "Show me total dollars.'

- Find and read query interpretation

- Find and read Details

- Click on Store State dropdown and select Teach. Confirm modal details can be read and that user can tab between fields.

Appendix B

Additional information about the evaluation methods used.

Thoughtspot Technologies

The technologies that this content "relies upon" are:

- HTML5
- CSS
- JavaScript

User Agents and Assistive Technologies

The technology platforms used in the verification:

- macOS 10.10/Safari
- macOS 10.10/Chrome
- Windows 10/Chrome
- Windows 10/Edge
- Windows 10/IE
- Windows 10/Firefox

The assistive technologies used in the verification:

- Keyboard

- JAWS

- VoiceOver

- NVDA

- Narrator

- aXe

- Large Text

- Magnifier

- Colour Contrast Analyser

- Web Developer Toolbar

- Code Inspection / Dev Tools