

HCL BigFix AEX Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: HCL BigFix AEX v13

Report Date: 22nd April 2026

Product Description: HCL BigFix AEX is an enterprise-grade Agentic AI platform that enables organizations to design, deploy, and manage AI agents with true autonomy and enterprise control across IT, HR, Finance, and Operations and other enterprise domains. It brings conversational AI, autonomous agents, workflows, and voice automation into one unified enterprise platform. The VPAT has been filed for AEX's web-based conversational virtual agent interface.

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Evaluation Methods Used:

To achieve full compliance with WCAG 2.2 accessibility standards, we utilized a mix of manual evaluation methods and automated testing tools during the accessibility audit.

Manual Evaluation:

We conducted comprehensive manual testing using **NVDA Version 2025.3.3**, **JAWS (20%) Version 2025.2508.120** screen readers on **Chrome browser version 146.0.7680.165** & **OS build 26220.7523** and **Voiceover** on **Safari browser & iOS Version 26.3.1 (23D8133)**, to simulate the experience of users who rely on assistive technologies. This testing focused on the following aspects:

1. Ensuring the correct reading order and logical navigation through interactive elements.
2. Verifying the proper announcement of roles, states, and properties (such as links, buttons, form fields, and expanded/collapsed states).
3. Checking the consistency of accessible names, labels, and descriptions.
4. Testing keyboard-only navigation to confirm that all functionalities can be accessed without a mouse.

Tool-Based Evaluation:

To enhance our manual findings and accelerate the identification of common accessibility issues, we employed the following tools:

1. **Axe DevTools:** We utilized this tool to conduct automated scans that detect significant issues such as missing labels, incorrect landmark structures, heading hierarchy errors, and potential keyboard traps. Additionally, we used the guided manual assessment feature to evaluate deeper issues like meaningful sequences, focus management, and accessible forms.
2. **Color Contrast Analyzer (CCA):** This tool was applied to ensure that all text, icons, and interactive elements meet the minimum color contrast ratios necessary for users with low vision, thereby promoting readability and usability.

By combining manual evaluations with automated testing, we were able to identify a wide range of accessibility barriers effectively.

The accessibility conformance evaluation was conducted on the staging environment of BigFix AEX v13 application (URL listed below). The staging environment used for evaluation is functionally identical to the production instance; all features, interfaces, and user flows assessed herein are fully representative of the production deployment of BigFix AEX v13.

Page Name	Role	URL
AEX	Chatbot	https://a11ytest.staging.bigfixaex.com

These pages were selected based on representative coverage of critical user flows, interactive components, and content templates.

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 only be used in WCAG Level AAA criteria.

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)	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No prerecorded audio-only or video-only content in the application.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No Captions (Prerecorded) content in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No Audio Description or Media Alternative (Prerecorded) content in the application.
1.3.1 Info and Relationships (Level A)	Supports	
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Not Applicable	No videos or audio recordings launch automatically when a page is loaded.
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	
2.2.1 Timing Adjustable (Level A)	Not Applicable	No Timing Adjustable Control content in the application.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	No moving, blinking, scrolling, or auto-updating information is provided.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	No Three Flashes or Below Threshold Control content in the application.
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	Application does not contain device or user Motion functionality.
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.2.6 Consistent Help (Level A 2.2 only)	Supports	
3.3.1 Error Identification (Level A)	Not Applicable	No Error Identification content in the application.
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	No Redundant Entry content in the application.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Does Not Apply	
4.1.2 Name, Role, Value (Level A)	Supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No live time-based media present.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No Audio Description (Prerecorded) content in the application.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Supports	
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 and 2.2)	Does Not Support	At 400% zoom with reflow enabled, page content and interactive controls become truncated, overlapped, or missing, making the interface difficult to read and operate. Essential information is not fully visible within the viewport and requires horizontal scrolling or is inaccessible altogether. For example, on primary application pages, controls such as Call actions, AI Agent options, History and Logout buttons are not visible at 400% zoom. Chat response content is clipped and partially hidden, and page layouts do not reflow correctly. On the Privacy & Security page, text content is truncated and obscured,

Criteria	Conformance Level	Remarks and Explanations
		preventing users from perceiving and interacting with the full content.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Supports	
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Not Applicable	No Error Suggestion content in the application.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Application does not cause legal commitments or financial transactions to Occur for the user.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Applicable	No Accessible Authentication content in the application.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	Not Evaluated
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	Not Evaluated
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	Not Evaluated
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	Not Evaluated
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated	Not Evaluated
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	Not Evaluated
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	Not Evaluated
1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated	Not Evaluated
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	Not Evaluated
2.2.3 No Timing (Level AAA)	Not Evaluated	Not Evaluated
2.2.4 Interruptions (Level AAA)	Not Evaluated	Not Evaluated
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	Not Evaluated
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
2.3.2 Three Flashes (Level AAA)	Not Evaluated	Not Evaluated
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
2.4.8 Location (Level AAA)	Not Evaluated	Not Evaluated
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	Not Evaluated
2.4.10 Section Headings (Level AAA)	Not Evaluated	Not Evaluated
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Not Evaluated	Not Evaluated
2.4.13 Focus Appearance (Level AAA 2.2 only)	Not Evaluated	Not Evaluated
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
3.1.3 Unusual Words (Level AAA)	Not Evaluated	Not Evaluated
3.1.4 Abbreviations (Level AAA)	Not Evaluated	Not Evaluated
3.1.5 Reading Level (Level AAA)	Not Evaluated	Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
3.1.6 Pronunciation (Level AAA)	Not Evaluated	Not Evaluated
3.2.5 Change on Request (Level AAA)	Not Evaluated	Not Evaluated
3.3.5 Help (Level AAA)	Not Evaluated	Not Evaluated
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	Not Evaluated
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Not Evaluated	Not Evaluated

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