



Accessibility Statement for SmartAgent Webchat

12th February 2025

Michael Maud
Michael.Maud@Gamma.co.uk

Contents

Accessibility statement for SmartAgent Webchat	3
How accessible this application is	3
Feedback and contact information	3
Enforcement procedure	3
Technical information about this application's accessibility	4
Preparation of this accessibility statement	4

Accessibility statement for SmartAgent Webchat

This accessibility statement applies to SmartAgent Webchat Widget, an application deployed and embedded on customer websites.

The SmartAgent product (and Webchat application) is owned and maintained by Gamma Communications plc or its subsidiaries and has been designed and built to be used by a wide and varied audience. This means you should be able to:

- Change colours, contrast levels and fonts using browser or device settings
- Zoom in up to 300% without the text spilling off the screen
- Navigate most of the application using a keyboard or speech recognition software
- Listen to most of the application using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

We have worked closely with SmartAgent users with different disabilities, specifically a number of blind users, as well as external accessibility experts, to test and refine our application to make sure our application is not just compliant but it is usable in real world environments.

How accessible this application is

In our latest external audit, the SmartAgent Webchat application was found to be fully WCAG 2.2 AA compliant when tested across a range of desktop and mobile devices.

Feedback and contact information

If you find any problems not listed on this page or think we're not meeting accessibility requirements, please contact:

- Email enterprisesupport@gamma.co.uk
- Call +44 333 050 5152

We'll consider your request and get back to you in 14 days.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Technical information about this application's accessibility

This website is fully compliant with the [Web Content Accessibility Guidelines version 2.2](#) AA standard.

Preparation of this accessibility statement

This statement was prepared on 12/02/2025. It was last reviewed on 12/02/2025.

These applications were last tested on 29/10/2024. The test was carried out by Zoonou Ltd.

Zoonou used [WCAG-EM](#) to define the pages tested and test approach.

