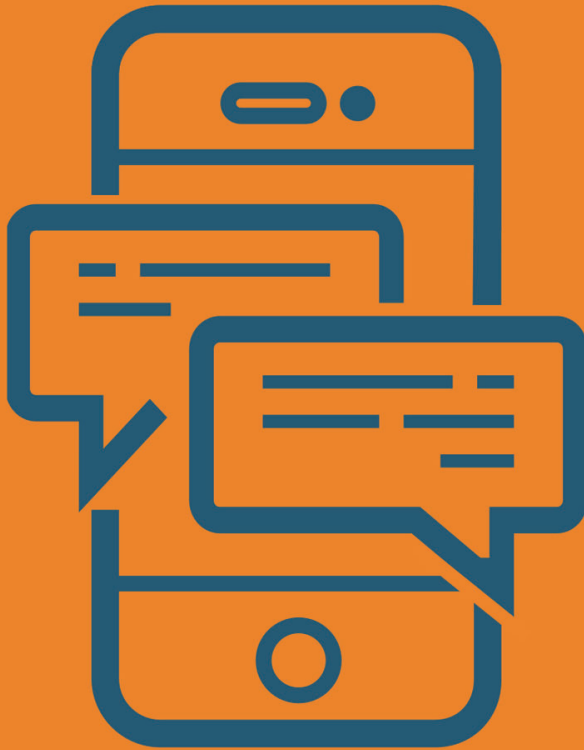

Inclusive design

make chatbots accessible



For more information visit
www.canaxess.com.au/guides/chatbots

CAN▲XESS

Accessible Chatbots

Choose a customisable platform

Creating accessible interfaces means getting as close as possible to building in HTML and CSS

Conversation history can be navigated

All conversation history must be findable when navigating from the keyboard

Provide conversation identification

Screen reader users may not have access to visual cues and rely on text cues instead

Add support for dynamic content

Content which updates regularly must have accessibility attributes added

Understand the range of bot responses

Some bot frameworks can send a variety of message formats back and these must also be accessible

Provide a skip link

Provide a way to bypass all page links easily and navigate direct to the chatbot

Consider other factors

Follow accessibility principles for other aspects of bot design to ensure what is being created has the best accessibility support