**Accessibility directive**

1. **User interface (UI):**

* Connectel has adapted the user interface with clear color contrasts to enhance accessibility for individuals with visual impairments.
* All standard user functions can be navigated and used via keyboard without requiring a mouse. For administrators, further development is ongoing to ensure full keyboard navigation.
* Screen reader support has been implemented, ensuring that all elements and functions within the software are accessible to users with visual impairments.

1. **Text and content:**

* All text and instructions are written in a clear and easy-to-understand manner.
* Connectel supports increased text size and zoom functionality without negatively impacting usability.

1. **Audio and multimedia:**

* Connectel provides text alternatives (transcriptions) for audio-based communication, such as voice recordings or voicebot responses.
* All videos within our solutions can be provided with subtitles.

1. **Testing and certification:**

* Connectel ensures that our systems are tested against WCAG 2.1 (Web Content Accessibility Guidelines) and meet at least Level AA compliance, as required by the directive. Some aspects also meet Level AAA standards.

**Practical adaptations offered by Connectel:**

**Customized voicebots:**

* Voicebots can be configured with clear and accessible options to accommodate users with different needs.

**Accessible reporting tools:**

* Dashboards and reporting tools are optimized for easier navigation, considering users with cognitive challenges or visual impairments.

**Flexible integrations:**

* Third-party solutions, such as sign language interpretation and other assistive technologies, can be integrated into Connectel’s platforms.