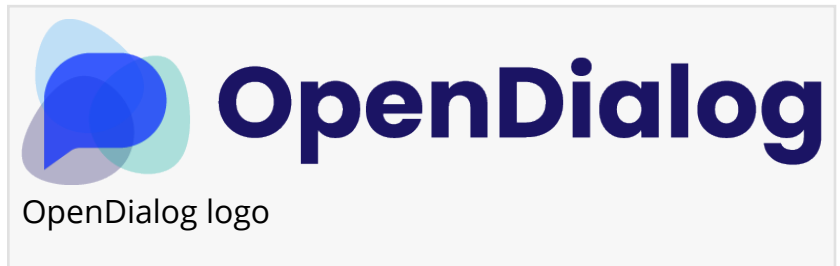


# OpenDialog Extends Accessibility Standards Across Its Conversational AI Platform

*OpenDialog, a leading provider of conversational AI solutions for regulated sectors, is taking significant strides toward enhancing accessibility for users.*



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[OpenDialog](#), a leading provider of conversational AI solutions for regulated sectors, is taking significant strides toward enhancing accessibility across its suite of products. With nearly 1 in 5 users in the UK and 1 in 4 users in the US experiencing disabilities, ensuring digital inclusivity is paramount. OpenDialog, which helps companies in healthcare and insurance automate safely

with AI, recognizes the diverse needs of its users and is dedicated to providing solutions that cater to every individual, regardless of disability.



At OpenDialog, our commitment to accessibility underscores our dedication to fostering digital inclusivity and empowering users of all abilities."

*Dean Chapman, Chief Commercial Officer at OpenDialog*

In response to these issues, OpenDialog is proud to unveil a comprehensive initiative aimed at enhancing its Web Chat product to achieve AA 2.2 compliance. This milestone ensures that clients within regulated industries will see increased performance for those who use assistive technology.

Key highlights of OpenDialog's accessibility enhancement

efforts include:

- AA 2.2 Compliance: OpenDialog is currently engaged in ensuring that its Web Chat product achieves AA 2.2 compliance.
- Implementation of Essential Features: OpenDialog is diligently working on implementing a range of features essential for accessibility, including W3C validation, keyboard navigation functionality, screen reader support, and integration of Accessible Rich Internet Applications (ARIA) attributes.
- Stylistic Compliance: In addition to functional enhancements, OpenDialog is making stylistically compliant changes such as color contrast adjustments, minimum font size standards, improved heading hierarchy, and clear focus states, all aimed at optimizing user experience.
- Guidance Documentation: OpenDialog is committed to empowering its users with

comprehensive guidance documentation on creating accessible bots and embracing inclusive design principles.

Development of these enhancements is currently in progress, with rigorous testing due to commence in April 2024. OpenDialog anticipates rolling out these accessibility features to all users at the onset of May 2024.

OpenDialog's initiative aligns closely with the Web Content Accessibility Guidelines (WCAG), providing a universal standard for digital accessibility. Despite only 21% of European companies currently complying with WCAG 2.1 standards, OpenDialog remains steadfast in its commitment to surpassing minimum requirements and fostering an inclusive digital environment.

To ensure comprehensive accessibility, products must adhere to WCAG's principles, including perceivability, operability, understandability, and robustness. OpenDialog recognizes WCAG's AA conformance level as the gold standard, encompassing essential requirements such as color contrast optimization and screen reader compatibility.

Dean Chapman, Chief Commercial Officer at OpenDialog said: "Accessibility is not just a checkbox; it's a commitment to ensuring that every individual, regardless of ability, can fully engage with and benefit from our technology. At OpenDialog, our commitment to accessibility underscores our dedication to fostering digital inclusivity and empowering users of all abilities".

As the October 2.2 standard approaches, OpenDialog remains at the forefront of accessibility innovation, prioritizing user experience and inclusivity in AI.

For more information about OpenDialog's accessibility initiatives or its conversational AI platform, please visit [opendialog.ai](https://opendialog.ai).

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