



Accessibility detail report

Helpguide - FY2023

Team: SEU Help Guide

Type of audit: web accessibility

Standard: WCAG 2.1 AA

Jun 19, 2023 1:35 am BST

Issues breakdown by severity

User Journey	low	medium	high	Total
1 - Helpguide: ILCE-1 page collection, 5 pages grouped in 1 batch	8	123	5	136
Total	8	123	5	136

Issues breakdown by complexity

User Journey	easy	average	hard	Total
1 - Helpguide: ILCE-1 page collection, 5 pages grouped in 1 batch	122	14	0	136
Total	122	14	0	136

User journey 1 - Helpguide: ILCE-1

Page collection, 5 pages grouped in 1 batch

Pages: 5
Non-HTML links: 0
Broken links: 0
I/O errors: 0
External links: 0

Pages

Location	URL	Origin	Issues
Batch 1.1 - page 1	https://helpguide.sony.net/ilc/2040/v1/fr/index.html	excel	15
Batch 1.1 - page 2	https://helpguide.sony.net/ilc/2040/v1/fr/contents/TP1	excel	20
Batch 1.1 - page 3	https://helpguide.sony.net/ilc/2040/v1/fr/contents/TP1	excel	19
Batch 1.1 - page 4	https://helpguide.sony.net/ilc/2040/v1/fr/contents/TP1	excel	41
Batch 1.1 - page 5	https://helpguide.sony.net/ilc/2040/v1/fr/contents/TP1	excel	41

Definitions

Check type

Issue check type indicates how the issue was created and reviewed.

Automated

These issues were generated by UsableNet AQA's own issue detection process resulting in a "need fix" status.

Semi-automated

These issues were first detected by UsableNet AQA's own detection process as an element that could be an issue or has to be checked manually due to its nature, resulting in a "check manually" initial status. Subsequently, a human has reviewed the item and updated it to a "need fix" status.

Manual

These issues were created by a human reviewer using a range of manual review processes and given a "need fix" status.

Responsibility

Responsibility describes which team / department or competence should be involved to solve the issue.

Content

These issues are related to the text content and text alternatives in the web page.

Design

These issues are related to the design decision made on visual aspect of the web page components across whole site structure.

Development

These issues are related to the way web page structure and functionalities have been implemented.

Severity

The issues severity has been classified under three levels, depending on the impact it has on the user.

High

These issues should be considered as the most dangerous for Web Accessibility, since they are including defects which drastically impact the navigation and can be treated as blocker issues for assistive technology used by a big part of users (e.g. screen readers, braille displays, etc...).

Medium

This level of severity includes all those issues that break in a moderate way the website navigation; they often include informative attributes missing in the page content, which could be helpful for users in order to better understand what they are looking at.

Low

These issues don't affect in a huge way the site navigation, but they could be relevant in order to let the user understand all the information included into website's pages appropriately.

Complexity

The classification of fixes complexity has been done under three levels, depending on the general approach developers should have in order to provide the correct fix to the defect. These values are partially subjective, since they could depend on the framework used, third parts involved and readiness client has got to interact with the site code, e.g. CMS (Content Management System).

Hard

Issues with this level of complexity may be very hard to resolve (in terms of time and resources), generally because the features affected by these issues are framework-related and the development team should significantly change (or, in the worst case, entirely re-build) their implementation; an example could be provided looking at those actions executed in asynchronous mode, instead of using synchronous (or predictable) technologies, such as server-side computations.

Average

This level of complexity includes all those issues that will take some level of understanding to resolve and affect the website navigation or informative attributes missing in the page content, which are used by users in order to better understand what they are looking at.

Easy

The challenge to fix this kind of issue is quite low and should not take much time to provide the solution/ workaround; most typical issues included in this category are concerning easy data management, information that could be presented to the user in a more accessible way and content which can be improved with quick fixes.



Page collection need fix issues

Helpguide - FY2023

Page collection: **Helpguide: ILCE-1 - Batch 1.1**

Team: SEU Help Guide

Type of audit: web accessibility

Standard: WCAG 2.1 AA

Jun 19, 2023 1:35 am BST

Issues breakdown by severity

Page	low	medium	high	Total
1 - ILCE-1 Guide d'aide Accueil	0	14	1	15
2 - ILCE-1 Guide d'aide Prise d'images fixes (Auto	2	17	1	20
3 - ILCE-1 Guide d'aide Comment utiliser le « Guide d'	1	17	1	19
4 - ILCE-1 Guide d'aide Utilisation de l'obturateur é	3	37	1	41
5 - ILCE-1 Guide d'aide Spécifications	2	38	1	41
Total	8	123	5	136

Issues breakdown by complexity

Page	easy	average	hard	Total
1 - ILCE-1 Guide d'aide Accueil	13	2	0	15
2 - ILCE-1 Guide d'aide Prise d'images fixes (Auto	17	3	0	20
3 - ILCE-1 Guide d'aide Comment utiliser le « Guide d'	16	3	0	19
4 - ILCE-1 Guide d'aide Utilisation de l'obturateur é	38	3	0	41
5 - ILCE-1 Guide d'aide Spécifications	38	3	0	41
Total	122	14	0	136

Batch 1.1 - Page list

Page collection: Helpguide: ILCE-1

Pages: 5
Non-HTML links: 0
Broken links: 0
I/O errors: 0
External links: 0

Pages

Page	URL	Origin	Issues
1	https://helpguide.sony.net/ilc/2040/v1/fr/index.html	open url	15
2	https://helpguide.sony.net/ilc/2040/v1/fr/contents/TP1000417971.html	open url	20
3	https://helpguide.sony.net/ilc/2040/v1/fr/contents/TP1000426119.html	open url	19
4	https://helpguide.sony.net/ilc/2040/v1/fr/contents/TP1000421633.html	open url	41
5	https://helpguide.sony.net/ilc/2040/v1/fr/contents/TP1000426897.html	open url	41

Batch 1.1 - Page 1 / 5

Page collection: **Helpguide: ILCE-1**

PAGE 1 - ILCE-1 Guide d'aide Accueil view page								
Issue link	Description	Criterion	Element	Check type	Responsibility	Severity	Complexity	Dupe
A13	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A14	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A15	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A16	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A17	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A18	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A19	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A110	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A111	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A112	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A113	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A120	An informative content has been added using images	1.1.1	button	Semi-automated	Content	medium	easy	no
A150	The contrast ratio of User Interface Components is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
A153	Aria-modal="true" does not preclude usage of other operable elements on the page	2.1.1	div	Semi-automated	Development	high	average	no
M11	An input with placeholder but without any associated label	1.3.1		Manual	Design	medium	easy	no

Batch 1.1 - Page 2 / 5

Page collection: Helpguide: ILCE-1

PAGE 2 - ILCE-1 | Guide d'aide | Prise d'images fixes (Auto intelligent)

[view page](#)

<https://helpguide.sony.net/ilc/2040/v1/fr/contents/TP1000417971.html>

Issue link	Description	Criterion	Element	Check type	Responsibility	Severity	Complexity	Dupe
AI3	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI4	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI5	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI6	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI7	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI8	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI9	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI10	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI11	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI12	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI13	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI14	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI15	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no

AI36	An informative content has been added using images	1.1.1	button	Semi-automated	Content	medium	easy	yes
AI85	The contrast ratio of the visual information necessary to indicate state is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI87	The contrast ratio of User Interface Components is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI90	Aria-modal="true" does not preclude usage of other operable elements on the page associated label	2.1.1	div	Semi-automated	Development	high	average	no
MI2		1.3.1		Manual	Design	medium	easy	no
MI3	います	1.3.1		Manual	Development	low	easy	no
MI4	います	1.3.1		Manual	Development	low	easy	no

Batch 1.1 - Page 3 / 5

Page collection: Helpguide: ILCE-1

PAGE 3 - ILCE-1 Guide d'aide Comment utiliser le « Guide d'aide » view page								
Issue link	Description	Criterion	Element	Check type	Responsibility	Severity	Complexity	Dupe
AI3	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI4	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI5	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI6	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI7	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI8	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI9	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI10	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI11	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI12	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI13	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI14	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI15	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no

AI27	An informative content has been added using images	1.1.1	button	Semi-automated	Content	medium	easy	yes
AI63	The contrast ratio of the visual information necessary to indicate state is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI65	The contrast ratio of User Interface Components is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI68	Aria-modal="true" does not preclude usage of other operable elements on the page associated label	2.1.1	div	Semi-automated	Development	high	average	no
MI1		1.3.1		Manual	Design	medium	easy	no
MI2	います	1.3.1		Manual	Development	low	easy	no

Batch 1.1 - Page 4 / 5

Page collection: Helpguide: ILCE-1

PAGE 4 - ILCE-1 | Guide d'aide | Utilisation de l'obturateur électronique

[view page](#)

<https://helpguide.sony.net/ilc/2040/v1/fr/contents/TP1000421633.html>

Issue link	Description	Criterion	Element	Check type	Responsibility	Severity	Complexity	Dupe
AI3	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI4	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI5	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI6	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	yes
AI7	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	yes
AI8	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI9	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI10	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI11	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI12	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI13	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI14	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI15	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no

AI16	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI17	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI18	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI19	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI20	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI21	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI22	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI23	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI24	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI25	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI26	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI27	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI28	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI29	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI30	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI31	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI32	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no

AI33	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI34	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI35	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI68	An informative content has been added using images	1.1.1	button	Semi-automated	Content	medium	easy	yes
AI119	The contrast ratio of the visual information necessary to indicate state is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI121	The contrast ratio of User Interface Components is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI124	Aria-modal="true" does not preclude usage of other operable elements on the page associated label	2.1.1	div	Semi-automated	Development	high	average	no
MI1		1.3.1		Manual	Design	medium	easy	no
MI2	います	1.3.1		Manual	Development	low	easy	no
MI3	います	1.3.1		Manual	Development	low	easy	no
MI4	います	1.3.1		Manual	Development	low	easy	no

Batch 1.1 - Page 5 / 5

Page collection: Helpguide: ILCE-1

PAGE 5 - ILCE-1 Guide d'aide Spécifications view page								
https://helpguide.sony.net/ilc/2040/v1/fr/contents/TP1000426897.html								
Issue link	Description	Criterion	Element	Check type	Responsibility	Severity	Complexity	Dupe
AI3	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI4	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI5	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI6	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	yes
AI7	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	yes
AI8	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI9	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI10	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI11	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI12	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI13	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI14	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI15	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no

AI16	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI17	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI18	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI19	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI20	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI21	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI22	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI23	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI24	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI25	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI26	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI27	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI28	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI29	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI30	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI31	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI32	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no

AI33	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI34	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI35	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI36	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI54	An informative content has been added using images	1.1.1	button	Semi-automated	Content	medium	easy	yes
AI108	The contrast ratio of the visual information necessary to indicate state is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI110	The contrast ratio of User Interface Components is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI113	Aria-modal="true" does not preclude usage of other operable elements on the page 記号文字によって見出しを表記しています	2.1.1	div	Semi-automated	Development	high	average	no
MI1		1.3.1		Manual	Content	low	easy	no
MI2	associated label	1.3.1		Manual	Design	medium	easy	no
MI3	います	1.3.1		Manual	Development	low	easy	no

Issues reference

Success Criterion 1.1.1: Non-text Content

All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

Issue: alternative text is not meaningful

The alternative text is not meaningful or does not convey the image information.

Solutions

- Create a meaningful text alternative that serves the same purpose and presents the same information as the original non-text content. This text alternative should not necessarily describe the non-text content. It should serve the same purpose and convey the same information. This may sometimes result in a text alternative that looks like a description of the non-text content. But this would only be true if that was the best way to serve the same purpose. If possible, the short text alternative should completely convey the purpose and information.

Issue: An informative content has been added using images

The image is not decorative and information is missing. Text alternatives are necessary for people who cannot see images that convey important information. This failure would apply equally in a case where the background image was declared in the HTML style attribute, as well as in a case where the background image declaration was created dynamically in a client script.

Solutions

- Create a text alternative that serves the same purpose and presents the same information as the original non-text content. This text alternative should not necessarily describe the non-text content. It should serve the same purpose and convey the same information. This may sometimes result in a text alternative that looks like a description of the non-text content. But this would only be true if that was the best way to serve the same purpose. If possible, the short text alternative should completely convey the purpose and information.

Success Criterion 1.4.11: Non-Text Contrast

The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):
User Interface Components Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;
Graphical Objects Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.
(Level AA)

Issue: The contrast ratio of User Interface Components is not sufficient

The contrast ratio of User Interface Components is not enough.

Solutions

- Ensure that background and foreground colors for Graphical Objects are organized in order to have a color contrast ratio at least of 3:1.
- For active controls on the page, such as buttons and form fields, any visual boundary that indicates the component's hit area (the region where a pointer can activate the control - like borders) must have sufficient contrast with the adjacent background.

Issue: The contrast ratio of the visual information necessary to indicate state is not sufficient

Definition of state

- Dynamic property expressing characteristics of a user interface component that may change in response to user action or automated processes.
- States do not affect the nature of the component, but represent data associated with the component or user interaction possibilities. Examples include focus, hover, select, press, check, visited/unvisited, and expand/collapse. The contrast ratio of visual information necessary to indicate state is not sufficient.

Solutions

- Dynamic property expressing characteristics of a user interface component that may change in response to user action or automated processes.
- States do not affect the nature of the component, but represent data associated with the component or user interaction possibilities. Examples include focus, hover, select, press, check, visited/unvisited, and expand/collapse.

Solutions

- When a User Interface Component is in a particular state (for example, focused or hovered) its contrast should be at least of 3:1, unless its status is disabled.

Success Criterion 2.1.1: Keyboard

All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)

Issue: `Aria-modal="true"` does not preclude usage of other operable elements on the page

The *aria-modal* attribute is used to indicate that the presence of a "modal" element precludes usage of other content on the page.

For example, when a modal dialog is displayed, it is expected that the user's interaction is limited to the contents of the dialog, removing everything else from the accessibility tree.

Solutions

- Implement a temporary keyboard trap for *aria-modal="true"* content
- or set *tabindex="-1"* attribute to all the operable elements that shouldn't be included into the tab sequence.

Definitions

Check type

Issue check type indicates how the issue was created and reviewed.

Automated

These issues were generated by UsableNet AQA's own issue detection process resulting in a "need fix" status.

Semi-automated

These issues were first detected by UsableNet AQA's own detection process as an element that could be an issue or has to be checked manually due to its nature, resulting in a "check manually" initial status. Subsequently, a human has reviewed the item and updated it to a "need fix" status.

Manual

These issues were created by a human reviewer using a range of manual review processes and given a "need fix" status.

Responsibility

Responsibility describes which team / department or competence should be involved to solve the issue.

Content

These issues are related to the text content and text alternatives in the web page.

Design

These issues are related to the design decision made on visual aspect of the web page components across whole site structure.

Development

These issues are related to the way web page structure and functionalities have been implemented.

Severity

The issues severity has been classified under three levels, depending on the impact it has on the user.

High

These issues should be considered as the most dangerous for Web Accessibility, since they are including defects which drastically impact the navigation and can be treated as blocker issues for assistive technology used by a big part of users (e.g. screen readers, braille displays, etc...).

Medium

This level of severity includes all those issues that break in a moderate way the website navigation; they often include informative attributes missing in the page content, which could be helpful for users in order to better understand what they are looking at.

Low

These issues don't affect in a huge way the site navigation, but they could be relevant in order to let the user understand all the information included into website's pages appropriately.

Complexity

The classification of fixes complexity has been done under three levels, depending on the general approach developers should have in order to provide the correct fix to the defect. These values are partially subjective, since they could depend on the framework used, third parts involved and readiness client has got to interact with the site code, e.g. CMS (Content Management System).

Hard

Issues with this level of complexity may be very hard to resolve (in terms of time and resources), generally because the features affected by these issues are framework-related and the development team should significantly change (or, in the worst case, entirely re-build) their implementation; an example could be provided looking at those actions executed in asynchronous mode, instead of using synchronous (or predictable) technologies, such as server-side computations.

Average

This level of complexity includes all those issues that will take some level of understanding to resolve and affect the website navigation or informative attributes missing in the page content, which are used by users in order to better understand what they are looking at.

Easy

The challenge to fix this kind of issue is quite low and should not take much time to provide the solution/ workaround; most typical issues included in this category are concerning easy data management, information that could be presented to the user in a more accessible way and content which can be improved with quick fixes.



Accessibility detail report

Helpguide - FY2023

Team: SEU Help Guide

Type of audit: web accessibility

Standard: WCAG 2.1 AA

Jun 19, 2023 1:36 am BST

Issues breakdown by severity

User Journey	low	medium	high	Total
1 - Helpguide: WH-1000XM4 page collection, 5 pages grouped in 1 batch	1	92	5	98
Total	1	92	5	98

Issues breakdown by complexity

User Journey	easy	average	hard	Total
1 - Helpguide: WH-1000XM4 page collection, 5 pages grouped in 1 batch	84	14	0	98
Total	84	14	0	98

User journey 1 - Helpguide: WH-1000XM4

Page collection, 5 pages grouped in 1 batch

Pages: 5
Non-HTML links: 0
Broken links: 0
I/O errors: 0
External links: 0

Pages

Location	URL	Origin	Issues
Batch 1.1 - page 1	https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/index	excel	12
Batch 1.1 - page 2	https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/content	excel	16
Batch 1.1 - page 3	https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/content	excel	22
Batch 1.1 - page 4	https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/content	excel	22
Batch 1.1 - page 5	https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/content	excel	26

Definitions

Check type

Issue check type indicates how the issue was created and reviewed.

Automated

These issues were generated by UsableNet AQA's own issue detection process resulting in a "need fix" status.

Semi-automated

These issues were first detected by UsableNet AQA's own detection process as an element that could be an issue or has to be checked manually due to its nature, resulting in a "check manually" initial status. Subsequently, a human has reviewed the item and updated it to a "need fix" status.

Manual

These issues were created by a human reviewer using a range of manual review processes and given a "need fix" status.

Responsibility

Responsibility describes which team / department or competence should be involved to solve the issue.

Content

These issues are related to the text content and text alternatives in the web page.

Design

These issues are related to the design decision made on visual aspect of the web page components across whole site structure.

Development

These issues are related to the way web page structure and functionalities have been implemented.

Severity

The issues severity has been classified under three levels, depending on the impact it has on the user.

High

These issues should be considered as the most dangerous for Web Accessibility, since they are including defects which drastically impact the navigation and can be treated as blocker issues for assistive technology used by a big part of users (e.g. screen readers, braille displays, etc...).

Medium

This level of severity includes all those issues that break in a moderate way the website navigation; they often include informative attributes missing in the page content, which could be helpful for users in order to better understand what they are looking at.

Low

These issues don't affect in a huge way the site navigation, but they could be relevant in order to let the user understand all the information included into website's pages appropriately.

Complexity

The classification of fixes complexity has been done under three levels, depending on the general approach developers should have in order to provide the correct fix to the defect. These values are partially subjective, since they could depend on the framework used, third parts involved and readiness client has got to interact with the site code, e.g. CMS (Content Management System).

Hard

Issues with this level of complexity may be very hard to resolve (in terms of time and resources), generally because the features affected by these issues are framework-related and the development team should significantly change (or, in the worst case, entirely re-build) their implementation; an example could be provided looking at those actions executed in asynchronous mode, instead of using synchronous (or predictable) technologies, such as server-side computations.

Average

This level of complexity includes all those issues that will take some level of understanding to resolve and affect the website navigation or informative attributes missing in the page content, which are used by users in order to better understand what they are looking at.

Easy

The challenge to fix this kind of issue is quite low and should not take much time to provide the solution/ workaround; most typical issues included in this category are concerning easy data management, information that could be presented to the user in a more accessible way and content which can be improved with quick fixes.



Page collection need fix issues

Helpguide - FY2023

Page collection: **Helpguide: WH-1000XM4 - Batch 1.1**

Team: SEU Help Guide

Type of audit: web accessibility

Standard: WCAG 2.1 AA

Jun 19, 2023 1:36 am BST

Issues breakdown by severity

Page	low	medium	high	Total
1 - WH-1000XM4 Guide d'aide Accueil	0	11	1	12
2 - WH-1000XM4 Guide d'aide Port du casque	1	14	1	16
3 - WH-1000XM4 Guide d'aide Pairage et connexion à	0	21	1	22
4 - WH-1000XM4 Guide d'aide Durée de	0	21	1	22
5 - WH-1000XM4 Guide d'aide Initialisation du casque	0	25	1	26
Total	1	92	5	98

Issues breakdown by complexity

Page	easy	average	hard	Total
1 - WH-1000XM4 Guide d'aide Accueil	10	2	0	12
2 - WH-1000XM4 Guide d'aide Port du casque	13	3	0	16
3 - WH-1000XM4 Guide d'aide Pairage et connexion à	19	3	0	22
4 - WH-1000XM4 Guide d'aide Durée de	19	3	0	22
5 - WH-1000XM4 Guide d'aide Initialisation du casque	23	3	0	26
Total	84	14	0	98

Batch 1.1 - Page list

Page collection: **Helpguide: WH-1000XM4**

Pages: **5**
Non-HTML links: 0
Broken links: 0
I/O errors: 0
External links: 0

Pages

Page	URL	Origin	Issues
1	https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/index.html	open url	12
2	https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/contents/TP0002929	open url	16
3	https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/contents/TP0002753	open url	22
4	https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/contents/TP0002753	open url	22
5	https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/contents/TP0002753	open url	26

Batch 1.1 - Page 1 / 5

Page collection: Helpguide: WH-100XM4

PAGE 1 - WH-100XM4 Guide d'aide Accueil view page								
Issue link	Description	Criterion	Element	Check type	Responsibility	Severity	Complexity	Dupe
AI3	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI4	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI5	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI6	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI7	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI8	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI9	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI10	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI13	An informative content has been added using images	1.1.1	button	Semi-automated	Content	medium	easy	no
AI40	The contrast ratio of User Interface Components is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI43	Aria-modal="true" does not preclude usage of other operable elements on the page	2.1.1	div	Semi-automated	Development	high	average	no
MI1	An input with placeholder but without any associated label	1.3.1		Manual	Design	medium	easy	no

Batch 1.1 - Page 2 / 5

Page collection: Helpguide: WH-1000XM4

PAGE 2 - WH-1000XM4 Guide d'aide Port du casque view page								
Issue link	Description	Criterion	Element	Check type	Responsibility	Severity	Complexity	Dupe
A13	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A14	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A15	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A16	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A17	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A18	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A19	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A110	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A111	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A112	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A113	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
A151	An informative content has been added using images	1.1.1	button	Semi-automated	Content	medium	easy	yes
A191	The contrast ratio of the visual information necessary to indicate state is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
A193	The contrast ratio of User Interface Components is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
A196	Aria-modal="true" does not preclude usage of other operable elements on the page	2.1.1	div	Semi-automated	Development	high	average	no
MI1	改行によってページがフォーマットされています	1.3.1		Manual	Development	low	easy	no

Batch 1.1 - Page 3 / 5

Page collection: Helpguide: WH-1000XM4

PAGE 3 - WH-1000XM4 | Guide d'aide | Pairage et connexion à un smartphone Android [view page](#)

<https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/contents/TP0002753133.html>

Issue link	Description	Criterion	Element	Check type	Responsibility	Severity	Complexity	Dupe
AI3	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI4	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI5	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI6	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI7	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI8	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI9	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI10	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI11	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI12	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI13	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI14	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI15	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI16	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI17	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI18	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI19	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI44	An informative content has been added using images	1.1.1	button	Semi-automated	Content	medium	easy	yes
AI92	The contrast ratio of the visual information necessary to indicate state is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI94	The contrast ratio of User Interface Components is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI97	Aria-modal="true" does not preclude usage of other operable elements on the page	2.1.1	div	Semi-automated	Development	high	average	no
MI1	An input with "placeholder" but without any associated label	1.3.1		Manual	Design	medium	easy	no

Batch 1.1 - Page 4 / 5

Page collection: Helpguide: WH-1000XM4

PAGE 4 - WH-1000XM4 | Guide d'aide | Durée de fonctionnement disponible

[view page](#)

<https://helpguide.sony.net/mdr/wh1000xm4/v1/fr/contents/TP002753193.html>

Issue link	Description	Criterion	Element	Check type	Responsibility	Severity	Complexity	Dupe
AI3	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI4	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI5	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI6	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI7	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI8	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI9	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI10	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI11	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI12	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI13	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI14	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI15	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no

AI16	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI17	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI18	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI19	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI29	An informative content has been added using images	1.1.1	button	Semi-automated	Content	medium	easy	yes
AI77	The contrast ratio of the visual information necessary to indicate state is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI79	The contrast ratio of User Interface Components is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI82	Aria-modal="true" does not preclude usage of other operable elements on the page	2.1.1	div	Semi-automated	Development	high	average	no
MI1	An input with placeholder but without any associated label	1.3.1		Manual	Design	medium	easy	no

Batch 1.1 - Page 5 / 5

Page collection: Helpguide: WH-100XM4

PAGE 5 - WH-100XM4 | Guide d'aide | Initialisation du casque pour restaurer les paramètres d'usine [view page](#)

<https://helpguide.sony.net/mdr/wh100xm4/v1/fr/contents/TP0002753167.html>

Issue link	Description	Criterion	Element	Check type	Responsibility	Severity	Complexity	Dupe
AI3	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI4	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI5	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI6	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI7	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI8	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	yes
AI9	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	yes
AI10	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	yes
AI11	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	yes
AI12	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	yes
AI13	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	yes
AI14	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI15	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no

AI16	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI17	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI18	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI19	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI20	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI21	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI22	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI23	alternative text is not meaningful	1.1.1	svg	Semi-automated	Content	medium	easy	no
AI33	An informative content has been added using images	1.1.1	button	Semi-automated	Content	medium	easy	yes
AI62	The contrast ratio of the visual information necessary to indicate state is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI64	The contrast ratio of User Interface Components is not sufficient	1.4.11	body	Semi-automated	Design	medium	average	no
AI67	Aria-modal="true" does not preclude usage of other operable elements on the page	2.1.1	div	Semi-automated	Development	high	average	no
MI1	An input with placeholder but without any associated label	1.3.1		Manual	Design	medium	easy	no

Issues reference

Success Criterion 1.1.1: Non-text Content

All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)

Issue: alternative text is not meaningful

The alternative text is not meaningful or does not convey the image information.

Solutions

- Create a meaningful text alternative that serves the same purpose and presents the same information as the original non-text content. This text alternative should not necessarily describe the non-text content. It should serve the same purpose and convey the same information. This may sometimes result in a text alternative that looks like a description of the non-text content. But this would only be true if that was the best way to serve the same purpose. If possible, the short text alternative should completely convey the purpose and information.

Issue: An informative content has been added using images

The image is not decorative and information is missing. Text alternatives are necessary for people who cannot see images that convey important information. This failure would apply equally in a case where the background image was declared in the HTML style attribute, as well as in a case where the background image declaration was created dynamically in a client script.

Solutions

- Create a text alternative that serves the same purpose and presents the same information as the original non-text content. This text alternative should not necessarily describe the non-text content. It should serve the same purpose and convey the same information. This may sometimes result in a text alternative that looks like a description of the non-text content. But this would only be true if that was the best way to serve the same purpose. If possible, the short text alternative should completely convey the purpose and information.

Success Criterion 1.4.11: Non-Text Contrast

The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):
User Interface Components Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;
Graphical Objects Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.
(Level AA)

Issue: The contrast ratio of User Interface Components is not sufficient

The contrast ratio of User Interface Components is not enough.

Solutions

- Ensure that background and foreground colors for Graphical Objects are organized in order to have a color contrast ratio at least of 3:1.
- For active controls on the page, such as buttons and form fields, any visual boundary that indicates the component's hit area (the region where a pointer can activate the control - like borders) must have sufficient contrast with the adjacent background.

Issue: The contrast ratio of the visual information necessary to indicate state is not sufficient

Definition of state

- Dynamic property expressing characteristics of a user interface component that may change in response to user action or automated processes.
- States do not affect the nature of the component, but represent data associated with the component or user interaction possibilities. Examples include focus, hover, select, press, check, visited/unvisited, and expand/collapse. The contrast ratio of visual information necessary to indicate state is not sufficient.

Solutions

- Dynamic property expressing characteristics of a user interface component that may change in response to user action or automated processes.
- States do not affect the nature of the component, but represent data associated with the component or user interaction possibilities. Examples include focus, hover, select, press, check, visited/unvisited, and expand/collapse.

Solutions

- When a User Interface Component is in a particular state (for example, focused or hovered) its contrast should be at least of 3:1, unless its status is disabled.

Success Criterion 2.1.1: Keyboard

All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)

Issue: `Aria-modal="true"` does not preclude usage of other operable elements on the page

The *aria-modal* attribute is used to indicate that the presence of a "modal" element precludes usage of other content on the page.

For example, when a modal dialog is displayed, it is expected that the user's interaction is limited to the contents of the dialog, removing everything else from the accessibility tree.

Solutions

- Implement a temporary keyboard trap for *aria-modal="true"* content
- or set *tabindex="-1"* attribute to all the operable elements that shouldn't be included into the tab sequence.

Definitions

Check type

Issue check type indicates how the issue was created and reviewed.

Automated

These issues were generated by UsableNet AQA's own issue detection process resulting in a "need fix" status.

Semi-automated

These issues were first detected by UsableNet AQA's own detection process as an element that could be an issue or has to be checked manually due to its nature, resulting in a "check manually" initial status. Subsequently, a human has reviewed the item and updated it to a "need fix" status.

Manual

These issues were created by a human reviewer using a range of manual review processes and given a "need fix" status.

Responsibility

Responsibility describes which team / department or competence should be involved to solve the issue.

Content

These issues are related to the text content and text alternatives in the web page.

Design

These issues are related to the design decision made on visual aspect of the web page components across whole site structure.

Development

These issues are related to the way web page structure and functionalities have been implemented.

Severity

The issues severity has been classified under three levels, depending on the impact it has on the user.

High

These issues should be considered as the most dangerous for Web Accessibility, since they are including defects which drastically impact the navigation and can be treated as blocker issues for assistive technology used by a big part of users (e.g. screen readers, braille displays, etc...).

Medium

This level of severity includes all those issues that break in a moderate way the website navigation; they often include informative attributes missing in the page content, which could be helpful for users in order to better understand what they are looking at.

Low

These issues don't affect in a huge way the site navigation, but they could be relevant in order to let the user understand all the information included into website's pages appropriately.

Complexity

The classification of fixes complexity has been done under three levels, depending on the general approach developers should have in order to provide the correct fix to the defect. These values are partially subjective, since they could depend on the framework used, third parts involved and readiness client has got to interact with the site code, e.g. CMS (Content Management System).

Hard

Issues with this level of complexity may be very hard to resolve (in terms of time and resources), generally because the features affected by these issues are framework-related and the development team should significantly change (or, in the worst case, entirely re-build) their implementation; an example could be provided looking at those actions executed in asynchronous mode, instead of using synchronous (or predictable) technologies, such as server-side computations.

Average

This level of complexity includes all those issues that will take some level of understanding to resolve and affect the website navigation or informative attributes missing in the page content, which are used by users in order to better understand what they are looking at.

Easy

The challenge to fix this kind of issue is quite low and should not take much time to provide the solution/ workaround; most typical issues included in this category are concerning easy data management, information that could be presented to the user in a more accessible way and content which can be improved with quick fixes.