

# Inclusive Chatbot Scorecard: How Accessible Is Your AI?

**Do you inform the user** that they are interacting with an AI system before or as soon as they start interacting with your bot?

Do you clearly state your **AI assistant's purpose** at the start of the interaction?

Do you clearly **distinguish user messages** from AI assistant messages?

Can you access and open the bot **using keyboard navigation**?

Can you scroll through the conversation history **using a keyboard**?

**Can you access** and open the bot **using a screen reader**?

*Note: most devices have a built-in screen reader you can test this with, e.g. VoiceOver for Apple desktop or TalkBack for Android*

**Can the screen reader scroll** through and process the conversation history?

Have you provided **alternative text descriptions** for all non-text content?

Are **color contrast** standards met?

*Note: WCAG 2.1 specifies that text should maintain a minimum contrast ratio of 4.5:1 against its background to ensure readability for users with visual impairments*

Does your chatbot support **multiple input methods**?

*E.g. voice, keyboard navigation (no mouse)*

Do you support **multilingual** communication options?

Is the chatbot conversation **readable when magnified** at 300%?

Is your **language clear** and simple?

*Note: Aim for a Flesh-Kincaid readability score of 60 or higher*

## Need help navigating accessibility design for your chatbot?

Contact us today for a free consultation and let's discuss your specific needs.



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