

Website Content Support Guidelines

Created: 7/3/2023

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This document provides a breakdown of website update requests by level of issue severity, examples of

Request Level	Response Time
Level 1: Minor updates (e.g., typos, broken links)	Immediate
Level 2: Content updates (e.g., new articles, product listings)	Within 10 business days
Level 3: Major updates (e.g., new website design, significant content changes)	2-4 weeks

Request Level Examples

Level 1: Minor updates (e.g., typos, broken links)

Example: "The word 'update' is misspelled as 'updat' in the footer." / "The link to the 'About Us' page is broken."

Level 2: Content updates (e.g., new articles, product listings)

Example: "Please update the 'Services' page with our new pricing structure." / "Add a new blog post about our latest product launch."

Level 3: Major updates (e.g., new website design, significant content changes)

Example: "We are redesigning the entire website to improve user experience." / "Please migrate all content from our old website to the new one."

Example: "The 'Contact Us' form is not submitting correctly." / "The 'Terms and Conditions' page is missing a link to the 'Privacy Policy' page."

Example: "The 'About Us' page needs to be updated with our new company logo and mission statement." / "Please add a new section to the 'FAQ' page regarding our return policy."

Example: "The 'Product Catalog' page needs to be redesigned to better showcase our products." / "Please update the 'Privacy Policy' page to comply with the latest data protection regulations." / "The 'Terms and Conditions' page needs to be updated to reflect our new business model." / "The 'About Us' page needs to be updated with our new company logo and mission statement." / "Please add a new section to the 'FAQ' page regarding our return policy."

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project status. If a request is escalated to project status, that means it requires more resources
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