

Website Content Support Guidelines

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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)	Within 10 business days
Level 2: Content updates (e.g., new articles, product listings)	Within 15 business days
Level 3: Major updates (e.g., new website design, significant content changes)	Within 30 business days

Request Level Examples

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

Example: "The word 'update' is misspelled as 'updat' in the footer." (This is a placeholder for a real example)

Example: "The link to the 'About Us' page is broken." (This is a placeholder for a real example)

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

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

Example: "The website design is outdated and needs a complete overhaul." (This is a placeholder for a real example)

Example: "The product listings are missing key information like prices and availability." (This is a placeholder for a real example)

Example: "The website content is outdated and needs to be updated." (This is a placeholder for a real example)

Example: "The website layout is cluttered and needs to be simplified." (This is a placeholder for a real example)

Example: "The website is not mobile-friendly and needs to be redesigned." (This is a placeholder for a real example)

Example: "The website is slow and needs to be optimized." (This is a placeholder for a real example)

Example: "The website content is not relevant and needs to be updated." (This is a placeholder for a real example)

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