Content Assistance Program

C. K. Wyand Consulting

HOW IT WORKS

1. Weekly or Bi-Weekly 1 hour scheduled meetings to discuss open tickets, plans, enhancements, or changes for the website, and any other topic related to the site or the social media aspect of the site.
2. Access to our online Help Desk with up to 7 tickets per month to accomplish your web maintenance needs or implement new ideas. Three High priority and 4 Standard priority tickets.
3. High priority turnaround = 24 hours.
4. Standard priority = 5 days.
5. All tickets can be used for standard priority by end of month.
6. Unused tickets do not rollover to the next month.
7. Website down or server down incidents will not require you to use any of your tickets.
8. Tickets which represent larger projects will be moved from a ticket status to a project status.

WHAT IT IS

After launching your website, you may decide that you'd like to have continued professional assistance with making content or layout changes to your website -- or adding new features to draw in more visitors. By signing up for the Content Assistance Program (CAP), you will always have the technical expertise available to start and maintain new features on your website – as well as the help needed to assist with the day to day maintenance. It is highly likely that you will have new ideas about how you can use your website that will require assistance. Here are just a few ideas…

✓ Text/image formatting
✓ Urgent / Time sensitive postings.
✓ New graphics
✓ Adding Videos
✓ Adding Photo Galleries
✓ New Community Forums
✓ Polls/Surveys
✓ Calendaring assistance
✓ Page design / layout advice
✓ Online Forms
✓ Online Community
✓ And More…