

Frequently Asked Questions.

Have any questions about what exactly is included in website maintenance? Below, we've provided answers to some of our most commonly asked questions. If your questions aren't addressed here, don't hesitate to contact us at 800-493-9003 for more information. We're here to help!

General:

▶ What does 'unlimited monthly routine website changes' NOT include?

Large projects that requires our development team to be involved. Projects that require our development team to be involved will be quoted out based off the depth of the project.

▶ What is included in 'monthly routine website changes'?

'Edits' made to a practice website and anything submitted from your team to InTouch to be added to the website (such as photo updates, additional pages, new services, etc.)

Sending in Website Changes:

▶ When can my practice send in website changes?

You can send in website changes as you gather them, or you can send them in all at once. You can submit changes via phone, email, or schedule zoom meetings.

▶ How can my practice submit website changes?

You can submit website changes via phone, email, or scheduled zoom meetings. We also accept carrier pigeon – though this method significantly impacts turnaround time.

▶ What if the website changes submitted are a high priority?

Please call us or mark your email as "urgent".

Turnaround Time:

▶ What is the turnaround time for website changes?

Upon receipt, submitted website changes will be triaged, responded to, and resolved based on the priority matrix agreed upon between Suveto and InTouch Practice Communications. Below is a breakdown of prioritization and turnaround time.

Priority 1 (Critical)	Priority 2 (High)	Priority 3 (Normal)	Priority 4 (Low)
The website change has immediate, serious business and financial exposure. An end-user is unable to work or perform significant function on the platform. There is no acceptable workaround to the problem (i.e., that the website information presents). Goal Response Time: within ~4 business hours Goal resolution Time: average resolution time is 1 business day or less	The problem reported has less than immediate, serious business and financial exposure. An end-user is unable to work or perform some significant function on the platform. But there is an acceptable and implemented workaround to the problem (i.e., the task can be performed in some other way) Goal Response Time: within ~1 business day Goal resolution Time: average resolution time is 1 business day	The problem reported has low business and financial exposure. Implementing the request immediately will not result in significantly added value to the organization. An end-user is unable to perform some small function but can complete most of the tasks on the platform. There may or may not be an acceptable workaround to the problem. Goal Response Time: within ~1 business day Goal resolution Time: scheduled as regular website changes	The problem reported has minimal business and financial exposure. Implementing the request immediately will not result in value to the organization. An end-user is unable to perform some functionality. Goal Response Time: within ~1 business day Goal Resolution Time: scheduled as regular website changes