

# Website Support+

Keep your website accurate, up-to-date, and online with ongoing change requests, maintenance support, and clear turnaround times. As an added bonus, a limited version **of AI Chat Receptionist is included** with Website Support+ so you can capture leads and automatically respond to website chats with a 24/7 chat receptionist.

## What to Expect Next:



### Order Submission

Website Support+ will automatically be added to your order of website import or a new website build on WordPress Hosting. It will begin billing on the day your import or build is **complete**. (You will not be charged for Website Support+ until the import or build is finished). Note: This service requires a 3 month commitment.



### Web chat install

Our Website Support team installs the AI Chat Receptionist on your website.

- Add the web chat code to the site
- Confirm the widget loads properly on the website
- Perform a basic test (open chat, confirm a message can be sent)
- Brand colours added to the AI Chat Receptionist

**Messaging Allowance:** A limit of 40 messages per month. *Note: This limit will not be strictly enforced until mid-2026.*

### What's not included in this step:

**Note:** Web chat installation does **not** include full end-to-end configuration (advanced setup, workflows, advanced routing, capability tuning, business knowledge setup, voice/SMS setup, or multi-channel configuration).

If you would like a full setup experience (including voice/SMS), reach out for more information on our **AI Receptionist Setup & Support**.

### Ongoing monthly support

After activation, you can submit website support requests as needed (copy edits, image changes, blog uploads, form settings, plugin/theme updates, health checks, and more).

### What is included:

- Fonts
- Colors
- Media (images, videos, icons)
- Text updates
- Contact form fields and settings
- Health checks upon request
- Reorganization or duplication of existing sections
- Uptime monitoring and urgent support if your website goes offline
- Access to the team for technical support
- Updates to plugins and themes upon request
- Upload up to **3 blog posts per month** (*content must be provided*)

**Plugin support note:** Any plugin not added by our team may have limited support. If a plugin is no longer supported, we will do our best to correct the issue where possible, or recommend a new solution.

### How to submit a request:

- Submit a request via email with clear instructions + assets (copy, images, links, files)
- We confirm scope (included vs add-on/hourly), then proceed
- Updates are completed based on the turnaround times
- We notify you when changes are live or if we need additional details to continue

## Website vetting and import

If you are importing a WordPress Website, we will confirm the site is supportable and that proper access has been received.

### Vetting includes:

- Website platform eligibility on WordPress Hosting
- Basic stability checks (site loads, admin access is possible, no critical security blocks)
- Plugin/theme risk review (unsupported or risky combinations may require changes)

### Access requirements

- WordPress: admin credentials or appropriate user access, plus any relevant plugin access
- Domain/DNS (only when needed): access or contact to support domain mapping/go-live

If the website does not pass vetting, we'll explain why and what would be required to become eligible.

## Supported platforms

Website Support is available for:

- New WordPress websites builds on **WordPress Hosting Pro**
- Imported websites on **WordPress Hosting Pro**

## Turnaround times

- **Standard monthly updates (3 business days):** Image and text changes, information updates, uploading blogs, and setting websites live on custom domains.
- **Larger updates (up to 5 business days):** Larger lists of edits (including Adobe XD files), plugin integrations, changes to website functionality, and requests that require hourly work.

## What's not included in monthly support

Website Support is designed for ongoing maintenance and scoped updates—not full rebuilds or complex custom development.

The monthly charge does **not** include:

- Maintaining or integrating emails
- New functionality or complex development (*scoped and billed hourly*)
  - Adding plugins or code to add a new feature to the website
  - Integrating booking calendars, calculators, etc.
  - Bulk uploads of documents or images
- Additional images/product changes beyond the included scope of 25 a month (*charged per product/image rate*)
- Supporting custom coded themes or templates
- Creating additional sections or website pages
- Integrating payments outside of Square, Stripe and PayPal

If there are any of these features that you need help with, please reach out and our team can provide you a quote for how many hours of custom work it might take.

## AI Chat Receptionist

Included with Website Support+, businesses will receive a limited version of the AI Chat Receptionist that includes:

- **Lead Capture:** Automatically engage visitors and capture lead information around the clock.
- **Basic Setup:** Our website team will embed the code, scrape your site's information to train the AI, and match the chat widget to your brand colours.
- **Messaging Allowance:** A limit of 40 messages per month. Note: This limit will not be strictly enforced until mid-2026.

**Note:** This limited version of AI Chat Receptionist is separate from Conversations AI. If you love the features of AI Chat Receptionist included with Website Support+, we recommend upgrading to Conversations AI to unlock features such as more AI messages, SMS and voice capabilities, and more!

# Frequently Asked Questions

## **What happens if I need more than 40 messages?**

If a business wants unlimited messaging and full functionality, please reach out and explore our other editions of Conversations AI.

## **What if I want more customization for the AI?**

While our team handles the initial setup (colours, scraping, and embedding), further customization can be done manually in the platform or by purchasing the AI Receptionist Setup.

## **What happens if Website Support+ is cancelled?**

Since the AI functionality is tied to the Website Support+ subscription, cancelling the support service will remove the AI Chat Receptionist functionalities from the website.

## **What is the turnaround for monthly changes?**

Most standard requests are completed within 3 business days. Larger edits and functionality work may take up to 5 business days.

## **Is there a minimum commitment?**

Website Support+ activations require a 3-month commitment and recur monthly.

## **Does the monthly charge include email setup or email integration?**

No. Website Support+ does not include maintaining or integrating emails.

## **Do you support any plugin I install?**

Plugins not added by our team may have limited support. If a plugin is no longer supported, we will do our best to correct the issue where possible, or recommend a new solution.

## **Do you offer support on other websites other than WordPress?**

This service is designed to support websites built on WordPress. If you need support on a Duda website, please reach out to us for more information on our Duda solutions.