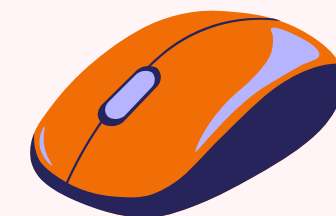
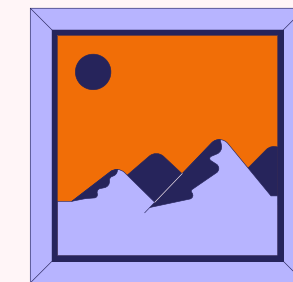
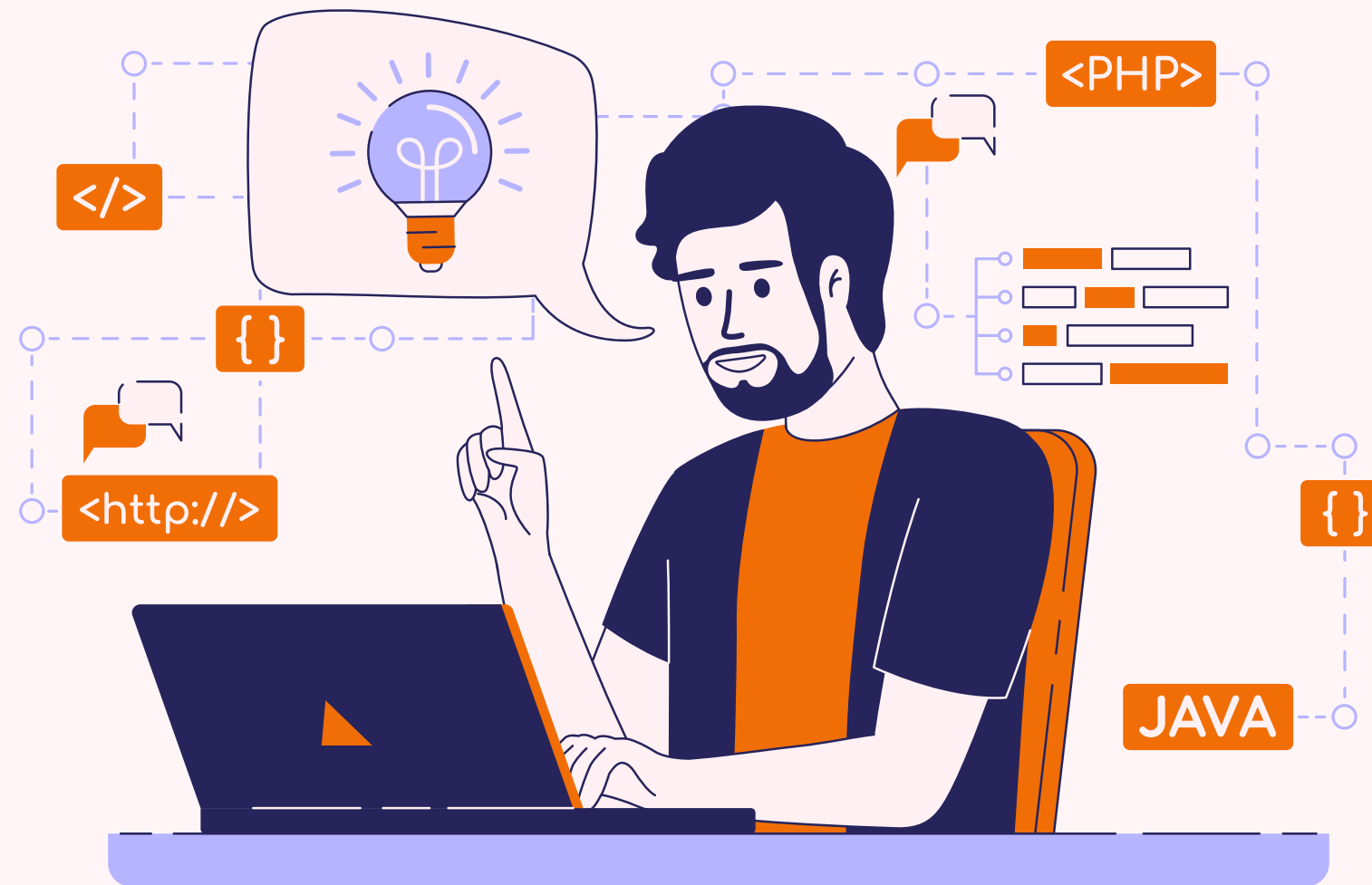
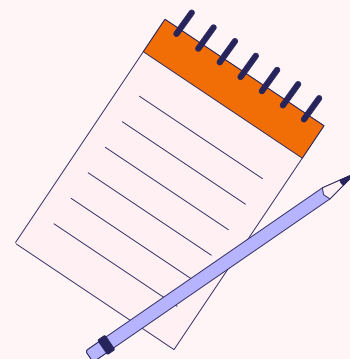
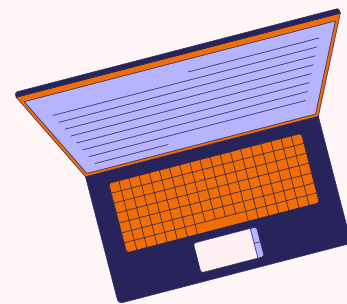
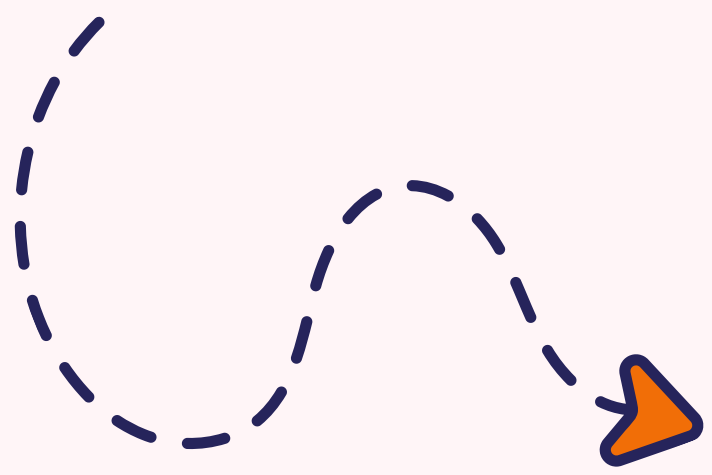


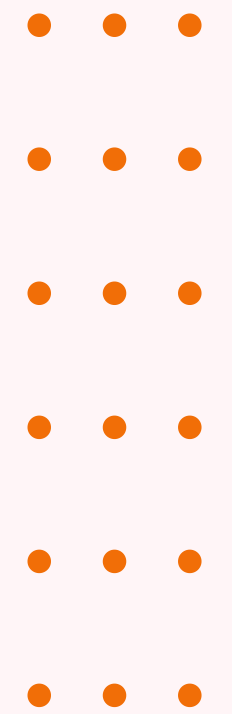
Simple

GUIDE TO HANDLING MOJO TICKET EDITS

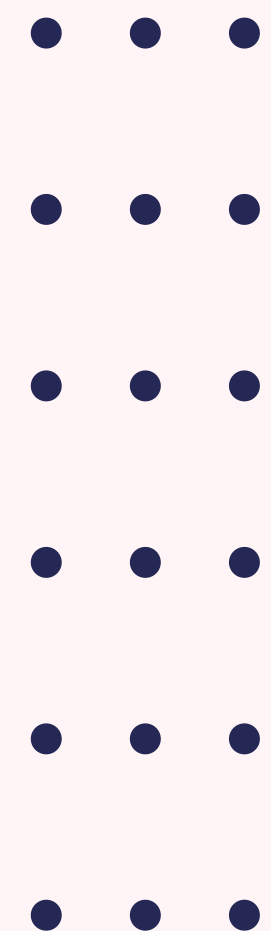




WHAT IS A MOJO TICKET?



Mojo tickets are created when sites **return to our team for revisions post-delivery**. While the original site may meet Simple's standards, clients sometimes have **a different vision**. They express requested changes to the design or content structure to the PM, **who passes those notes onto us**.

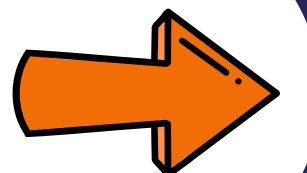


DEFINITION OF A MOJO TICKET:

Mojo tickets are **revisions** requested **after site delivery**, based on client **feedback**.

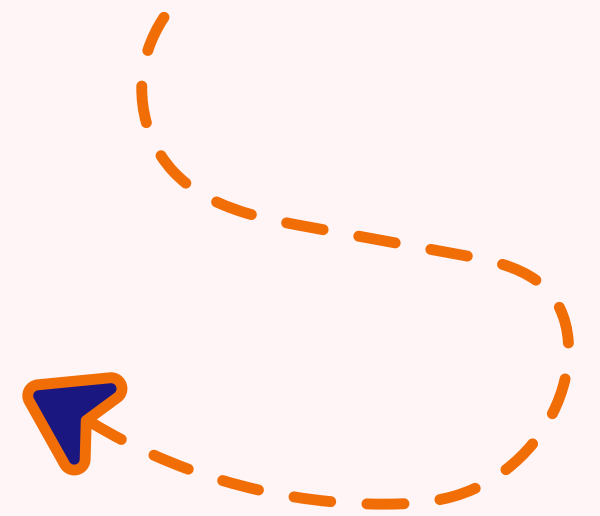
PURPOSE OF A MOJO TICKET:

To address **edits related to design or content structure**, requested by the client or project manager, that can be passed to the Dev or Edit teams.





MANAGING YOUR MOJO TICKET



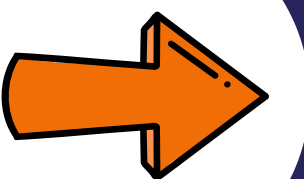
CHECK THE DESIGNATED GOOGLE DRIVE FOLDER

- The client's edit requests are outlined in a **Google Doc**, found in your project's designated **Google Drive Folder**, linked in **Bitrix**.
- These requests can **vary greatly** in their length and scope, so read through them **carefully** and apply them **thoroughly**.
- If any of the client's requests are **unclear or impossible**, reach out to the **PM** for clarification (*or a Dev Lead, if all else fails.*)

CHECK BITRIX FOR ADDITIONAL PROJECT NOTES

- Partial or summarized notes are sometimes included in the **Comments** or **Project Notes** sections in **Bitrix**. There may be some **additional details or client requests** here that should not be **overlooked**.

2



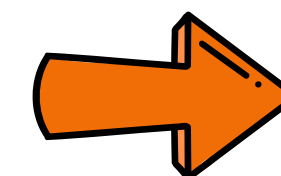
OUR S.O.P FOR MOJO TICKETS



THE ONLY SOP WE STRICTLY FOLLOW FOR MOJO
TICKETS ARE THOSE RELATED TO SEO OPTIMIZATION:

1. An **FAQ** section on the **Homepage** and each of the **Dynamic** pages.
2. **Five (5)** outbound **links** embedded in corresponding **FAQ paragraphs**.
3. An **H1 Header**, containing the relevant keyword, **in 16 pt. font**, above the footer.
4. **Correct** usage of the **H1-H6 header tags** should be applied, **site-wide**.
5. **Dynamic pages** must be created for any additional **keywords or locations**.

3



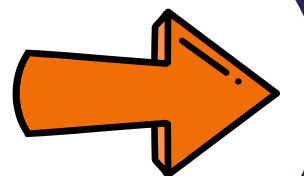
SOME DESIGN AND CONTENT GUIDELINES

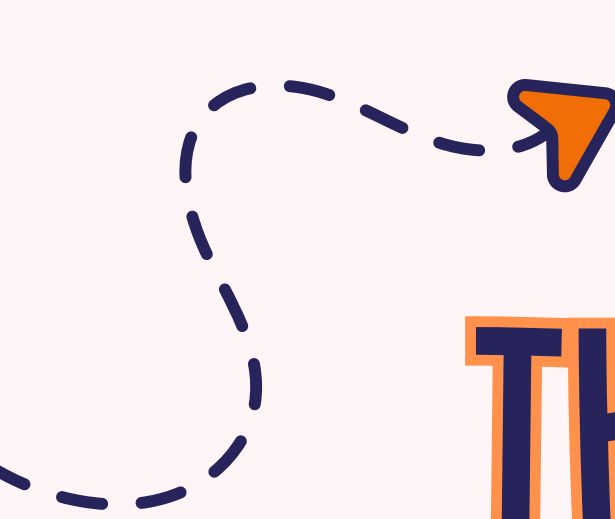


The **design and content edit requests** for Mojo Tickets **can vary greatly**. Clients often provide **resources** for inspiration, and some may even request that we **rebuild their legacy** website. Whatever the particular client's final vision may be, there are a **few guidelines** to keep in mind as you handle a **Mojo Ticket**:

1. Clients may provide **reference sites** for design or request a **Replicate/Semi-replicate** of their legacy site.
2. We **cannot directly copy** any website's design or content if it is **not** the property of the client.
3. If **Homepage** content is **redesigned or updated**, those changes must also be **reflected on the dynamic pages**, etc.

4





THE REVIEW PROCESS AND FINAL STEPS



MOJO TICKET REVIEW PHASES

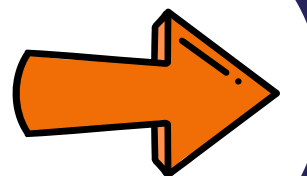
- Mojo Tickets **only** go through the **Review 2** (Lime) stage in **Bitrix**.
- The Dev Lead checking the ticket/site performs an **AI-assisted spell-check** in addition to confirming that **all client requests were adequately addressed**.
- If there are any **major issues**, the site will be changed to the **Collaboration** (Orange) phase in **Bitrix** with notes from the Dev Lead.

SITE DELIVERY AND INVOICING

- After the Mojo Ticket/site has been **reviewed and approved** by the Dev Lead, it will transfer from the **Review 2 phase to the Delivery phase**.
- Once this occurs, the developer is free to **invoice the project for payment**.



5



BROUGHT TO YOU BY:



Simple

**GOOD LUCK WITH
YOUR MOJO MASTERPIECE!**