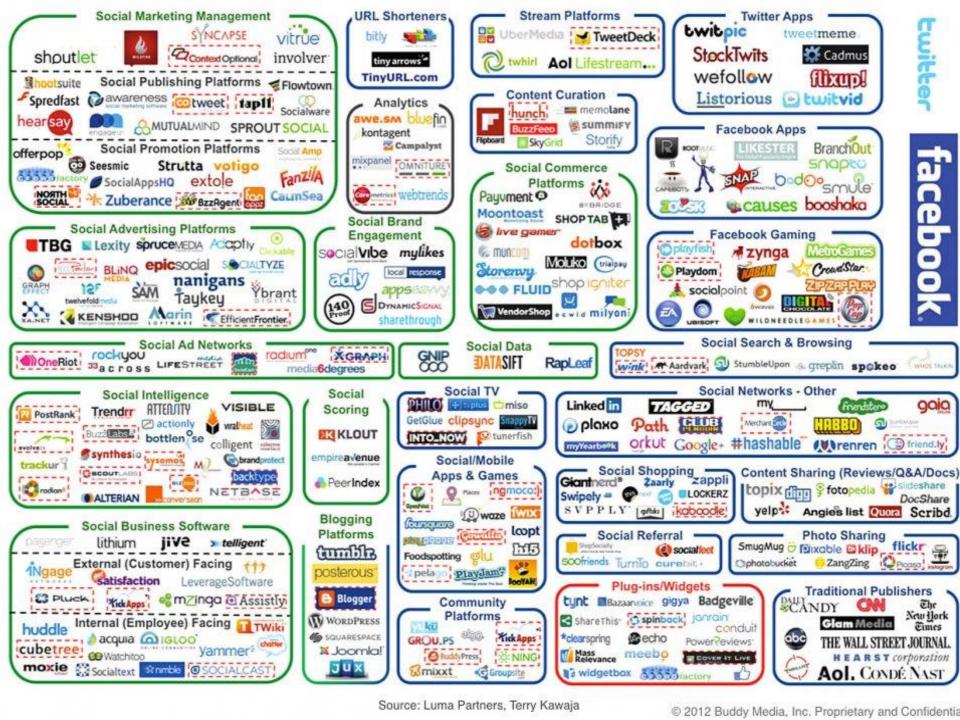
Making The Cash Register Beep

ONLINE MARKETING & THE RETAIL EXPERIENCE

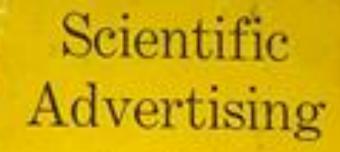








There's Nothing New Under The Sun



The Classic Book on the Fundamentals of Advertising

Claude Hopkins

With as stroduction by

Ogilvy

or of

Confession

Advertising Man



Online Retail

- Traffic
- Conversion to sale
- Average order value
- Repeat
- Lifetime value



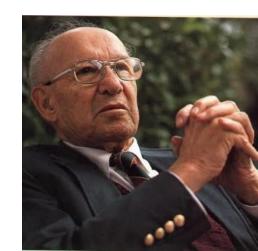
- Traffic
- Conversion to sai
- Average order value
- Repeat
- Lifetime value

FOllow

The

Money

There is only one profit centre in business.
It is your customer



3 Types of Buyer

LATERS

SOONS

NOWS

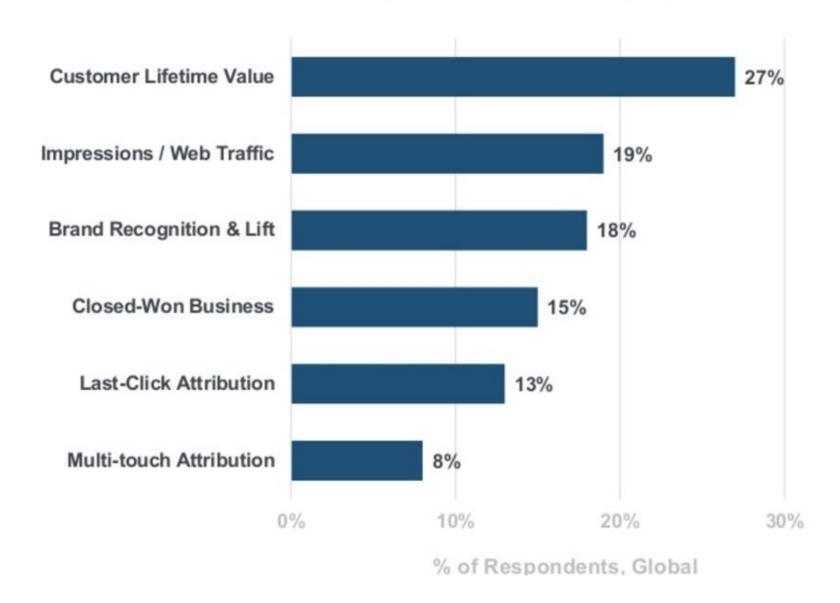
- Get more customers
- Get them to buy more
- Keep them longer





How Much Is Your Customer Worth?

What Do You Consider To Be Important Ad Spending Optimization Metrics?



Salesforce Digital Marketing 2020 Report

Pay To Play

New Google Parent Company Drops 'Don't Be Evil' Motto

Tanya Basu @mstanyabasu Oct. 4, 2015











The motto has had a tumultuous history within the company

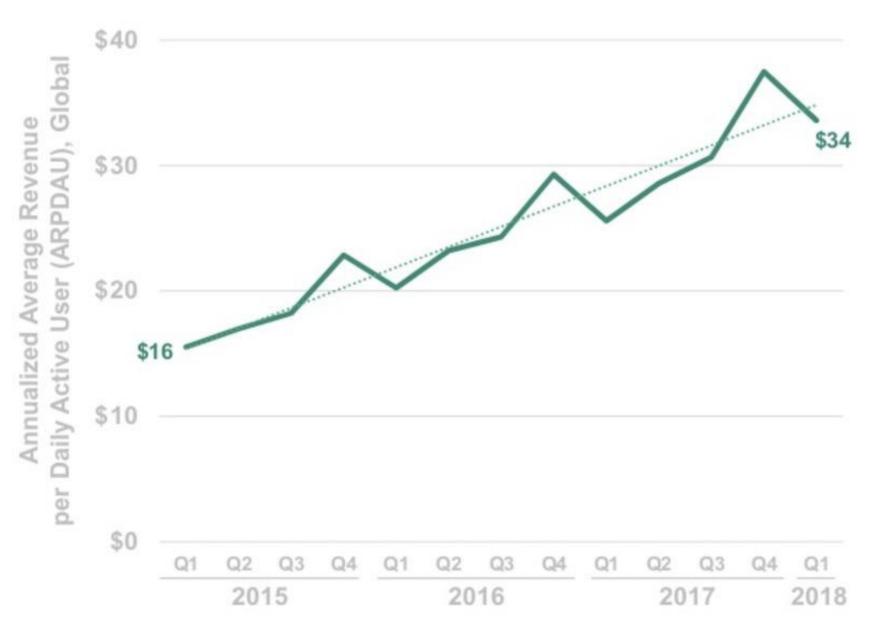
Alphabet, which took over as Google's new holding company on Friday, has dropped the tech giant's "Don't Be Evil" mantra from its code of conduct.

"Employees of Alphabet and its subsidiaries and controlled affiliates should do the right thing—follow the law, act honorably, and treat each other with respect," the new code reads, noticeably dropping the famous motto.

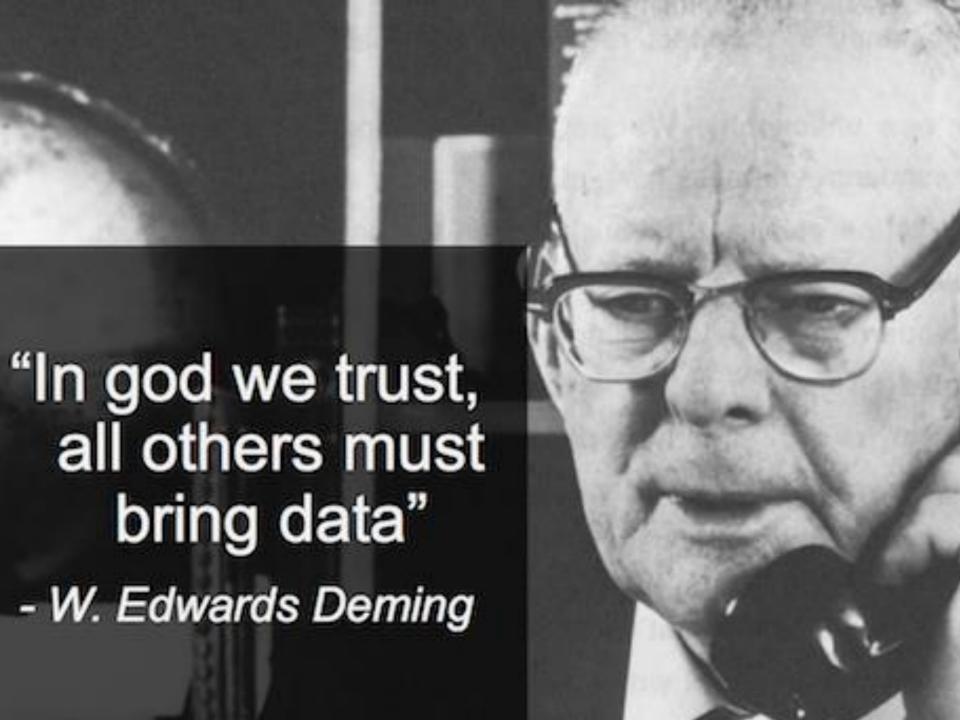




Facebook Annualized Revenue per Daily User



2. What Should We Care About?



Biq Data Big Bullshit

Little

Data NOT

Big Messy

Data

Train staff on use of POS capture

First name:

Chenay (pronounced She-nay)

CASE: 4% of 16,000 entries had

corruptions

= 640 LOST customers

Subject (CUSTOMERS SECOND VEHICLE) ti there, All-New Corolla Hatch takes safety to a new level

Date: 24 July 2018 7:38:14 pm AEST

To:

Reply-To: customerexperience@toyota.com.au

Subject (CUSTOMERS SECOND VEHICLE) li there, All-II
Date: 24 July 2018 7:38:14 pm AEST

To:

Reply-To: customerexperience@toyota.com.au



It looks smart. Because it is.

Likes

VS

Sales

58% of marketers think "Likes" "Clicks" "Clicks" through rate" "Followers" and "re-tweets" are their top aims.

Source: Fournaise 2015

Resisting the Siren Call of Popular Digital Media Measures: Facebook Research Shows No Link between Trendy Online Measures and Ad Effectiveness

Source: Journal of Advertising Research, Vol. 56, No. 2, June 2016

Downloaded from warc.com

This article describes how marketers need to ignore simply using eye-catching metrics and focus on reorganising their organisation around an impact-led analysis of the data available. The biggest change in the marketing landscape in the last generation has been the dramatic increase in the amount of data and information available to marketers. Sometimes the measurement of this immense amount of data comes at the expense of what is actually important, however, and marketers must work harder than ever to determine which metrics are truly useful. Facebook research uses data to establish generalizable marketing best practices and prove the value of digital advertising – it is also trying to help weed out unhelpful metrics. Marketers must focus on elevating the role of analytics, connecting dots in the da

Brad Smallwood

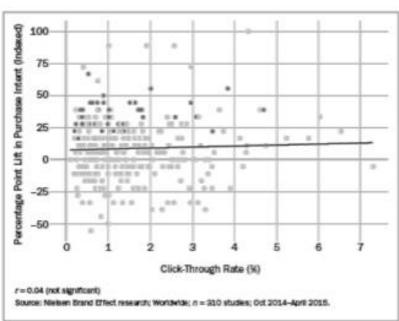
Facebook

Editors' Note

useful answers.

Brad Smallwood leads Facebook's Marketing Science team, which captures insights on people's a across generations, geographies, devices, and time. The team also measures the value of digital methods and partnerships that, Facebook believes, provide value for marketers. In this article, Sm. Facebook's early struggles with assessing the value of popular metrics—such as building a brand topic data—that Facebook's own research eventually found to have no impact on brands' performa is diminishing the stature of "shiny" metrics, such as users' "Likes," "Shares," and message posts, j in the spread of "some that still litter your dashboards." The details of this cautionary tale offer impact of analytics in the decision-making process. 1

forward with the market; most importantly, marketers need to make sure the right questions are bei



AdvertisingResi

Figure 2 Absence of Correlation between Purchase Intent And Click-Through Rates

Recipting the Circu Call of Popular Digital Media Meacureer

Facebook Research Shows No Link between Trendy Online Measures and Ad Effectiveness

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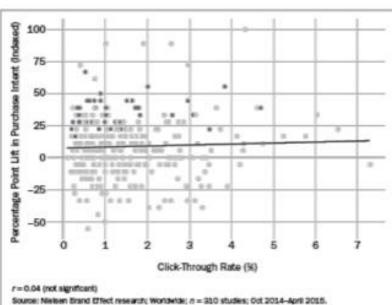
unhelpful metrics. Marketers must focus on elevating the role of analytics, connecting dots in the da forward with the market; most importantly, marketers need to make sure the right questions are bei useful answers.

Brad Smallwood

Facebook

Editors' Note

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AdvertisingReso

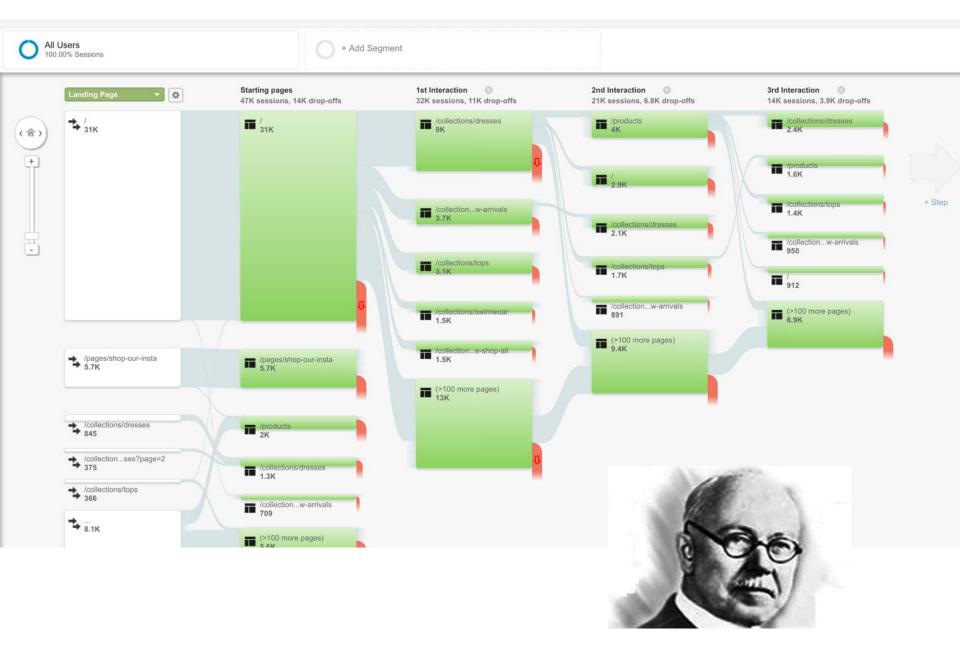
Figure 2 Absence of Correlation between Purchase Intent And Click-Through Rates

Loyalty?

On Line Experienc

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Omnichannel Attribution

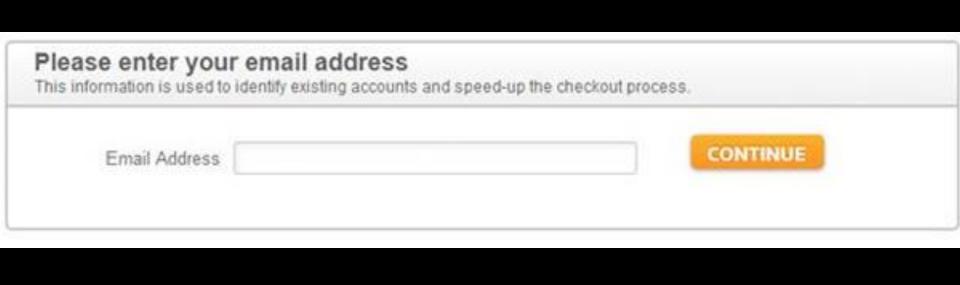
3. Test Test

Test



Heads & Tails





Stories

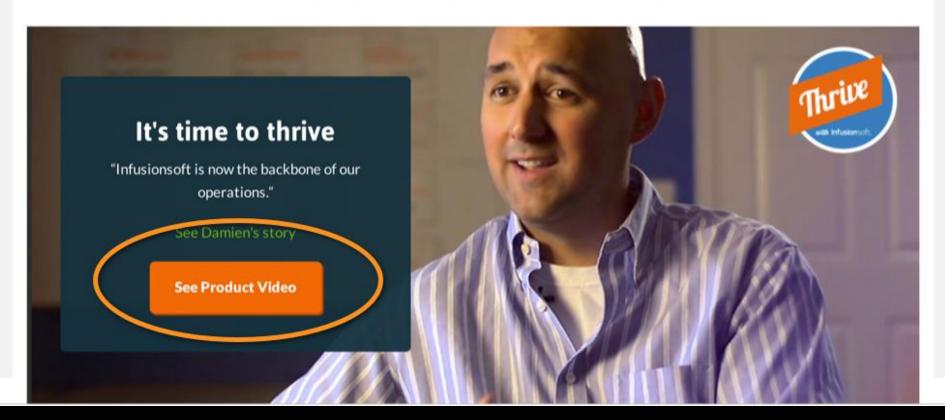
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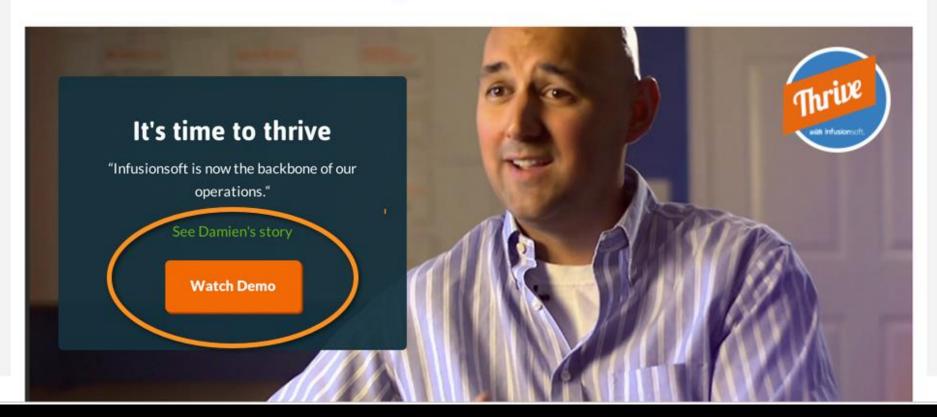
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Alto 5 deurs

V



Splash 5 deurs



Swift 3 deurs



Swift 5 deurs



Swift 5 deurs 4x4



Home

Modellen

€ 35.000

Verdelers

Financiering & verzekering

Fleet

Contact

Kies uw Suzuki

Prijs

€ 5.000

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tot

Koetswerktype

- 3 deurs
- 5 deurs
- Alle

Aandrijving

- Tweewielaandrijving
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- Alle

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Alle

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The Load Testing Platform for Developers

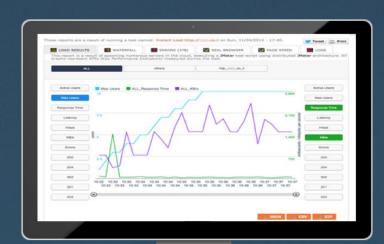
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What's New

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Shoes

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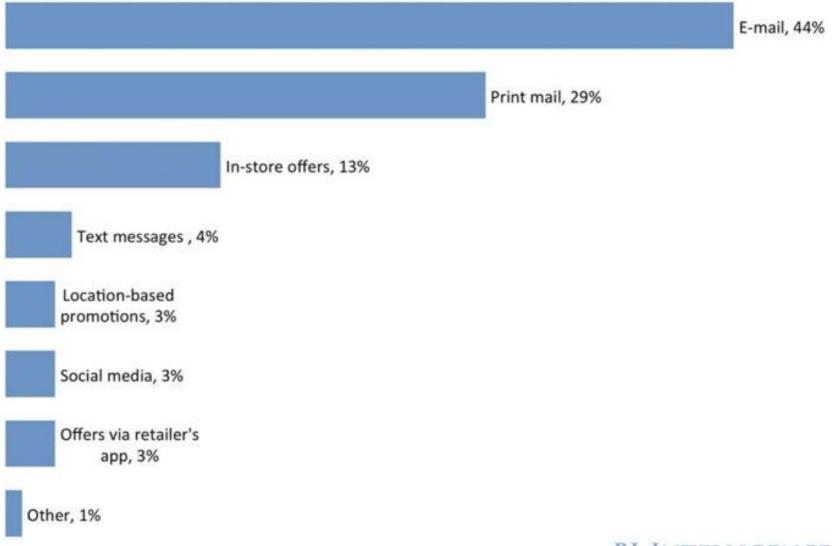
Things

To Test

Email

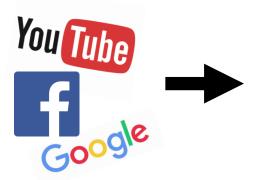
Tech In Chart of the Day

Preferred Method For Receiving Personalized Offers/Coupons



BI INTELLIGENCE

Instore Ecommerce

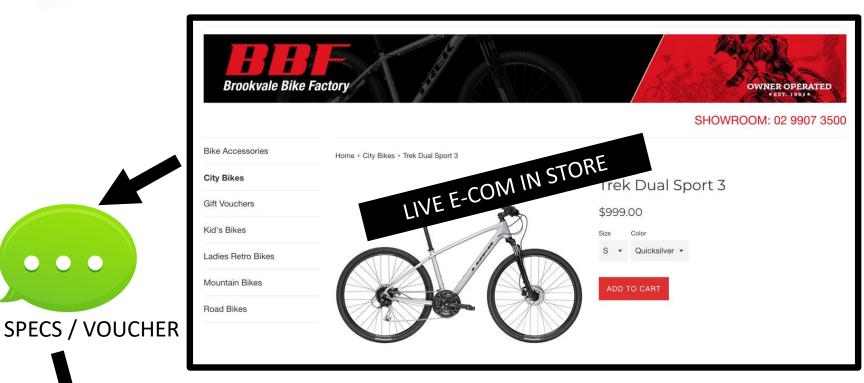












Initial Sale

IN STORE



Data at POS



Servicing
Accessories
Events
Your Next Bikes
Family Bikes

EMAIL



\$\$\$\$\$\$\$ LIFETIME VALUE \$\$\$\$\$\$

New

Targeting

You Tube



Surround

Paper Email

Location

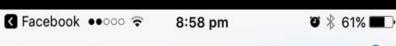
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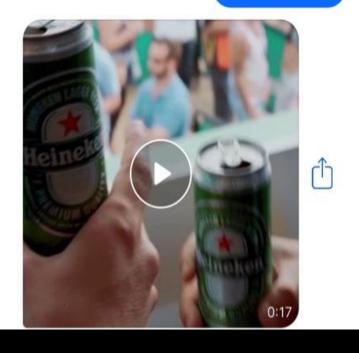


Search 'Heineken Australia' in Facebook Messenger





(3)



Hi Matthew



Watch this video and let me know when you are ready to start.

I'm Ready



Before we continue I need to see some ID. How old are you?

44

Ah, the sophisticated type.

I've got 5 VIP experiences to Heineken Saturday on 24th March up for grabs, including flights, accommodation & VIP tickets and much more for you and 3 friends.



Just accept the T&Cs and we'll get started. https://www.heineken.com/au/heinekensaturd ay.

Accept

Heineken Saturday is one of the hottest tickets at the Formula 1® 2018 Rolex Australian Grand Prix in Melbourne.

A Black Eyed Peas DJ set feat. Taboo & Apl.de.ap of the Black Eyed Peas will get the crowd going with an epic performance.



There'll be great vibes

Delicious food @

And, of course, ice cold Heineken %







NSW. You're a stone's throw away.

Now I need to make sure you know what Heineken Saturday is all about.



Who is headlining with a DJ set this year?

Pete Tong





You know your 90s classics. Not the right answer, though.



Who is headlining with a DJ set this year?

Taboo & Apl.de.ap





That's correct and I've got a feeling you're going to have a good, good night!

OK, down to business. In order to win 1 of the 5 VIP experiences to Heineken Saturday, you'll need to talk your way in.



Tell me why you deserve to win a VIP Heineken Saturday Experience

I love beer

1





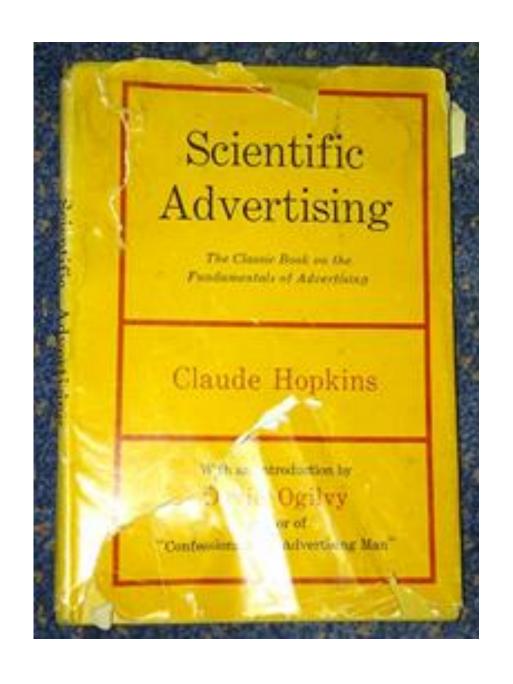
Nice. Bet you'll love Heineken Saturday too.

Thanks. I can't let you in just yet but you're on the list and I'll see if I can put in a good word with the boss. If you're one of the lucky winners we'll let you know by phone on Friday 16 March 2018.



What's your phone number? Don't worry - we'll only call if you're successful.





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