Digital Analytics with Google Analytics and Data Studio Group Report

By: Brandon Tam, Bryan Marquez, Calvin Truong, Kaitleen Wong



General Websites

- Segmenting Audience
- Page/Scroll Depth
- Conversion Path

eCommerce

- Percentage of User Visits
- Customer Acquisition Cost
- Transactions/Avg Order Value
- Conversion Rate & Revenue

Content

- Engagements
- Page like post clicks
- Traffic per campaign

Software as a service(SaaS)

- Monthly Recurring Revenue
- Churn Rate
- Customer Lifetime Value
- Customer Acquisition Cost

KPI Table Comparison

KPIs	Ecommerce	Content	SaaS
Visitors	X	X	X
Conversion Rates	X	X	X
Average Order Value	X		
Shopping Cart Abandonment	х		х
Monthly Recurring Revenue	x	х	x
Media Spending and Returns	x	x	
LTV	X		X
Customer Acquisition Cost	х	,	х
Churn Rate		X	X

Shade indicates how impactful the KPI is to the business type. Darker means it is more impactful.

Google Merchandise Store-Audience

Overview metrics: Users, New users, sessions, bounce rate, page/session, average session, transaction, revenue, and eCommerce conversion rate

Demographics: Age/ Gender

Geographics: Country and City

Technology: Browser, OS, Desktop, Tablet, Mobile

Google Merchandise Store - Acquisition

The main category of this feature is All Traffic which includes <u>channels</u>, <u>source/medium</u>, and <u>referral</u> reports. There is **social** category which focuses on social media traffic.

Interesting Insights:

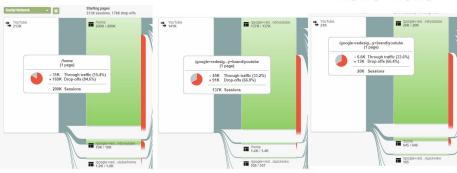
- traffic from social channels fall from 2016-2018
- referral is the most effective ecommerce channel
- traffic from YouTube tends to result in a lot of drop-offs but is improved in later years

	16-17	315029	308817	391321	47,27%	4.36	154.50	1.06%	4134	452958.28
	17-18	383219	370221	476971	48.54%	3.94	132.13	0.78%	3719	463468.3
Organic Search	18-19	341540	320280	436167	47.36%	4.06	153.98	0.32%	1392	125746.6
	16-17	211602	210638	227047	65.00%	1.80	41.47	0.08%	181	19234.31
	17-18	145067	142192	159208	62.21%	2.36	55.81	0.13%	205	44226.83
Social	18-19	28869	26558	31929	58.28%	2.97	91.88	0.05%	16	908.18
	16-17	118875	117377	160884	45.05%	4.95	188.44	4.30%	6913	1554075.15
	17-18	139664	137369	188027	49.18%	4.01	152.94	2.77%	5217	752751.85
Direct	18-19	105017	104888	146281	32.72%	5.19	216.66	0.40%	578	74442.36
	16-17	72683	62021	125699	22.48%	7.63	276.57	8.67%	10896	1838258.12
	17-18	97871	83536	194644	23.18%	6.59	242.02	8.50%	16545	3479990.74
Referral	18-19	82243	65979	149460	23.51%	6.30	257.39	0.82%	1219	159927.60
	16-17	19145	16367	26014	36.34%	5.82	190.37	2.20%	572	63154.11
	17-18	19454	16473	26150	48.47%	4.35	137.12	1.39%	363	40891.94
Paid Search	18-19	20897	17299	28479	38.16%	4.76	170.20	0.69%	196	16428.18
	16-17	13800	12821	16944	51.84%	3.07	157.14	0.06%	10	616.37
	17-18	17976	16510	22617	53.52%	3.04	158.88	0.06%	14	745.65
Affiliates	18-19	24221	20171	28838	49.67%	3.39	152.87	0.07%	20	1542.26
	16-17	4200	1942	6496	33.93%	5.87	211.11	3.09%	201	140083.94
	17-18	32795	32123	47402	85.67%	1.55	41.19	0.22%	106	55970.08
Display	18-19	11793	10843	14371	72.37%	2.34	64.06	0.31%	44	3885.34
	16-17	87	27	113	40.71%	4.12	136.59	0.88%	1	9.99
	17-18	. 15	10	19	68.42%	2.21	72.05	0.00%	0	0.00
(Other)	18-19	9070	6654	10876	30.85%	5.08	186.46	0.21%	23	930.44

2016-2017

2017-2018

2018-2019





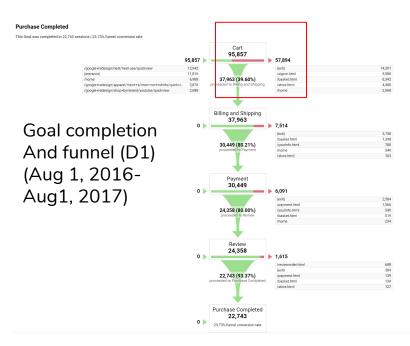
- All Pages Overview:
 focuses on what part of the
 website is more interesting
 and effective to the
 customers.
- Landing Pages Overview and Exit Pages Overview: learn about the overall performance of the website.
- Search Term Overview: understand popular terms used to access the website
- Top Events Overview: collecting data about customer interactions

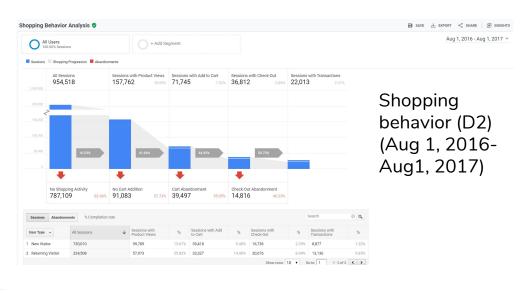
	Aug. 1, 2016- Aug. 1, 2017	Aug. 1, 2017- Aug. 1, 2018	Aug. 1, 2018- Aug. 1, 2019
All Pages Overview			
Pageviews	4,115,395	4,548,924	3,889,817
Avg. Time on Page	0:00:46	0:00:46	0:00:50
Entrances	954,407	1,114,813	846,247
Bounce Rate	47.54%	47.85%	41.01%
Page Value	\$18.62	\$15.18	\$1.90
Landing Page Overview			
Sessions	954,518	1,115,038	846,401
% New Sessions	76.48%	71.61%	67.66%
Bounce Rate	47.54%	47.85%	41.01%
Pages/Session	4.31	4.08	4.60
Avg. Session Duration	0:02:31	0:02:21	0:03:00
Exit Page Overview			
Exits	954,407	1,114,813	846,247
Pageviews	4,115,395	4,548,924	3,889,817
% Exit	23.19%	24.51%	21.76%
Search Term Overview			
Top 3 Search Terms (in order)	gopher, ingress, jersey	gopher, ingress, beanie	gopher, beanie, ingress
Total Unique Searches	749	460	100
Results Pageviews/Search	1.11	1.12	1.08
% Search Exits	32.31%	40.00%	44.00%
Time after Search	0:01:25	0:01:06	0:01:30
Avg. Search Depth	2.28	2.15	1.86
Top Events Overview			
Top 3 Event Actions (1st - 3rd)	Quickview click, Add to cart, Product click	Quickview click, Product click, Add to cart	Quickview click, Product click, Add to cart
Sessions	337,117	425,804	401,678
Pages/Session	16.02	13.28	12.90
Avg. Session Duration	0:10:01	0:08:23	0:08:52
% New Sessions	62.52%	61.14%	60.37%



Google Merchandise Store - Conversions

- Shopping Cart has the highest abandonment rate
- The shopping behavior of the GMS follows the <u>Pareto Principle</u>

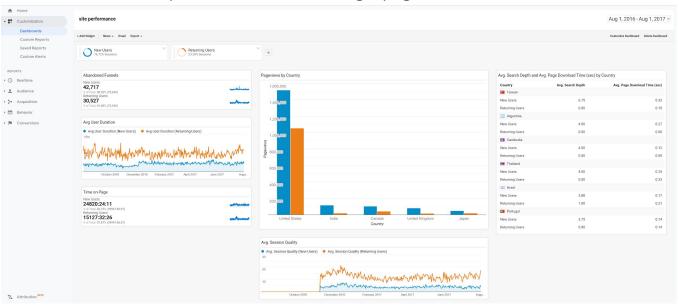




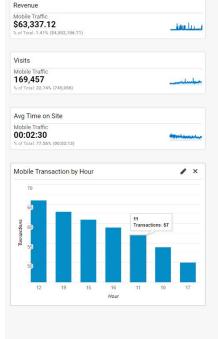
Dashboards - Site Performance

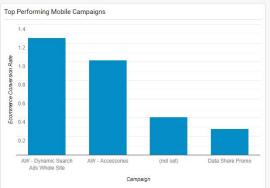
Site Performance

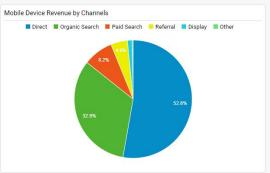
- Segmentation of new vs returning users
- Returning spend more time overall
- New users spend more time on a single page.



Dashboards - Mobile eCommerce







Landing Page		Pageviews	Avg. Time on Page
/home	ø	426,159	00:00:46
/google+redesign/shop+by+brand/youtub e	P	102,080	00:00:45
/google+redesign/apparel/men++s/men+ +s+t+shirts	æ	28,834	00:00:46
/google+redesign/apparel/mens/mens+t+ shirts	æ	17,845	00:00:53
/signin.html	ø	12,418	00:00:43
/google+redesign/apparel	P	12,085	00:00:47
/google+redesign/bags	æ	11,508	00:00:52

Product	Product List Views	Product Revenue
Google Men's 100% Cotton Short Sleeve H ero Tee White	78,997	\$1,012.79
YouTube Twill Cap	70,750	\$382.87
22 oz YouTube Bottle Infuser	68,261	\$86.92
YouTube Custom Decals	59,532	\$80.88
YouTube Wool Heather Cap Heather/Blac k	59,110	\$96.73
YouTube Men's Short Sleeve Hero Tee Bla ck	54,177	\$526.13
YouTube Trucker Hat	49,555	\$255.36

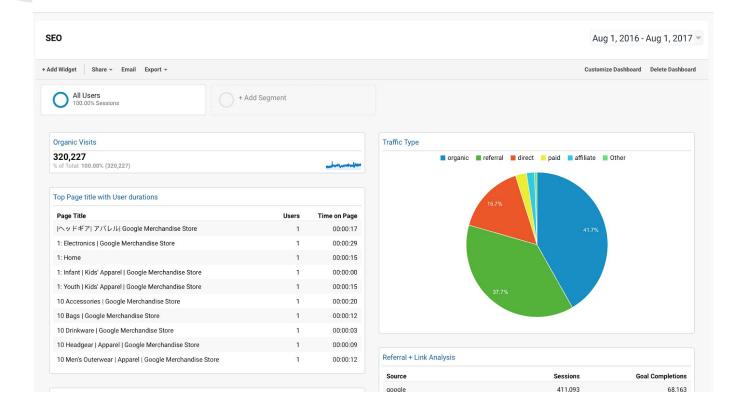
Dashboards - Advertisement

Advertisement Dashboard

+ Add Widget Share + Email Export + Customize Dashboard Delete Dashboard All Users 100.00% Sessions + Add Segment Cost Per Click Campaign Overview Keyword Overview \$0.26 Impressions Clicks Campaign Cost Keyword Impressions Avg for View: \$0.26 (0.00%) AW - Electronics 1,634,969 \$523.25 Dynamic Search Ads 16,932 162,412 AW - Dynamic Search Ads Whole Site 162,412 \$4,541.53 1,709 7,486 google merchandise store Click-Through Rate \$1,526.22 1,493 AW - Accessories 58,992 Google Merchandise 5,279 1.37% AW - Apparel 18,932 \$191.93 google store 1,277 17.994 Avg for View: 1.37% (0.00%) +google +store 482 6,374 +Google +Merchandise 321 1.832 Top Campaign Clicks Conversion YouTube Merchandise 300 1,514 \$0.03 youtube merch 246 1.272 18.000 % of Total: 100,00% (\$0.03) +google +merchandise +store 241 1,042 16,000 +YouTube +apparel 1,906 Impression Behavior 14,000 Impressions 12.000 Ad Group Performance 100,000 Google Ads: Ad Group Clicks CTR \$ 10,000 12,017 All webpages 11.22% 50,000 8,000 Merchandise - Brand [E] 3,969 24.40% t shirts 2.404 8.09% 6.000 Store - Brand [E] 1,307 7.02% 4,000 google 1.188 7.48% 2,000 AW - Dynamic Search Ads AW - Accessories AW - Electronics Whole Site Campaign

Aug 1, 2016 - Aug 1, 2017 -

Dashboards - SEO



Dashboards - SEO

10 Headgear Apparel Google Merchandise Store	1	00:00:09
10 Men's Outerwear Apparel Google Merchandise Store	1	00:00:12

Keyword	Organic Searches	Avg. Time on Page
Android +Gear	0	00:00:15
Android +Merchandise	0	00:00:26
-buy +from +google +store	0	00:00:19
Google +accessories	0	00:00:49
google +accessories +store	0	00:00:24
google +backpack	0	00:00:4
+google +backpacks	0	00:00:38
+google +bags	0	00:00:28
+google +coffee +mug	0	00:00:38
+google +coffee +mugs	0	00:00:26

Landing Page		Sessions	Avg. Time on Pag
/home		638,395	00:00:4
/google+redesign/shop+by+brand/youtube	.	82,315	00:00:4
/google+redesign/apparel/men++s/men++s+t+shirts	æ	21,070	00:00:4
/signin.html	(3)	18,804	00:00:4
/google+redesign/nest/nest-usa	æ	16,111	00:00:4
/google+redesign/apparel/mens/mens+t+shirts	3	12,973	00:00:5
/basket.html	æ	11,765	00:00:4
/google+redesign/drinkware	P	9,088	00:00:4
/google+redesign/bags	æ	8,810	00:00:4
/google+redesign/apparel	45	6,658	00:00:5

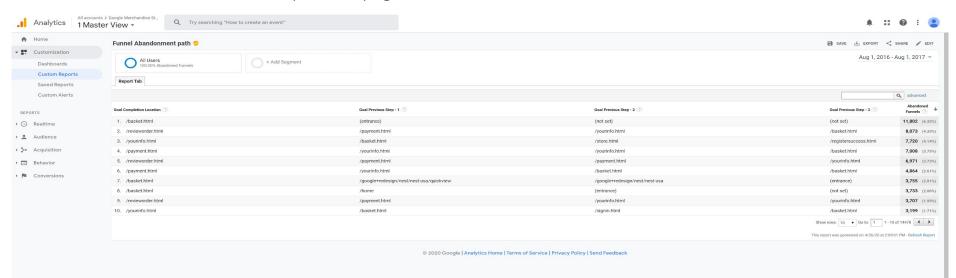
Referral + Link Analysis		
Source	Sessions	Goal Completions
google	411,093	68,163
youtube.com	363,156	3,869
(direct)	160,886	50,179
mall.googleplex.com	76,612	52,380
Partners	24,810	3,053
analytics.google.com	16,839	1,246
dfa	9,826	2,600
sites.google.com	8,825	7,532
gdeals.googleplex.com	6,207	8,023
google.com	4,810	662



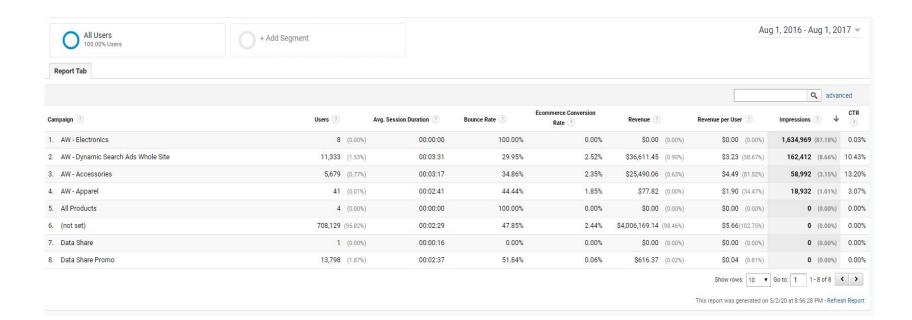
Custom Reports - Funnel Abandonment

Funnel Abandonment

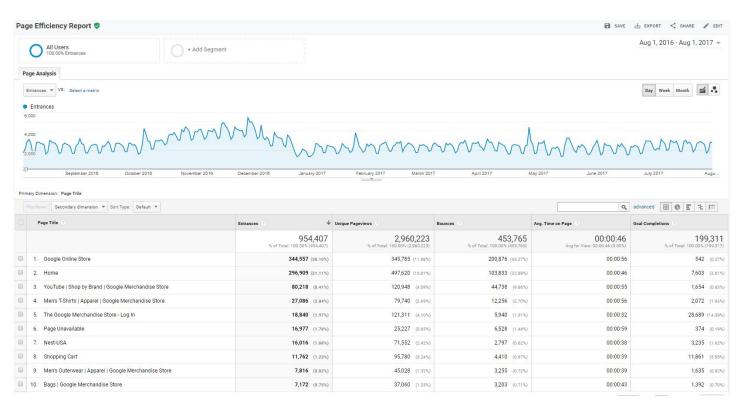
- Reaffirms that shopping cart has the highest abandonment
- Shows the previous pages the user accessed



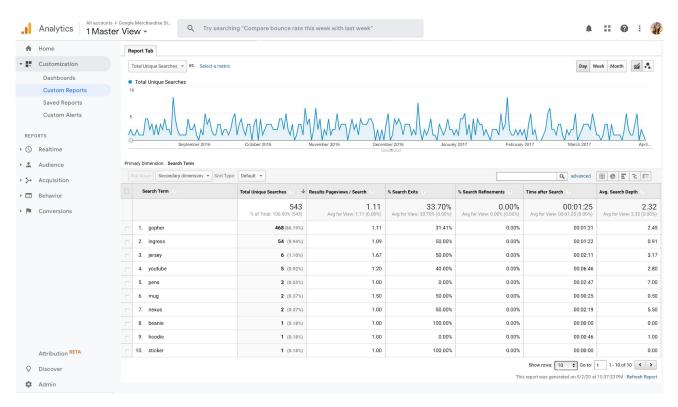
Custom Reports - Campaign



Custom Reports - Page Efficiency



Custom Reports - Total Unique Searches



Google Data Studio Report User Sessions per Page

User sessions per page

- the GMS has average sessions per user ratio of .94
- this is very low compared to the average website, with a ratio of 1.4

	Page Title	Number of Sessions per Us
	Home	0.
2.	The Google Merchandise Store - My Account	0.0
5.	12: Home	
÷.	Android Glass Water Bottle with Black Sleeve	C
5.	Frequently Asked Questions	0
5.	The Google Merchandise Store/22 oz Mini Mountain Bottle	0
7.	Android Men's Long Sleeve Badge Crew Tee Heather	0.
3.	Google Onesie Red	0.
Э.	11: Nest-USA	
0.	Ballpoint Pen Blue	1-100/688 <
Δ	ug 1, 2017 - Aug 1, 2018	
	Page Title	Number of Sessions per Use
le l	Home	0.94
2.	Store search results	0.1
5.	Google Car Clip Phone Holder	0.01
	26 oz Double Wall Insulated Bottle	0.1
i.	Nest® Cam IQ - USA	0.04
5.	YouTube Stretch Fit Hat S/M	0.9
7.	Micro Wireless Earbud	0.26
3.	TaÅiky Obchod Google Merchandise	0.3
).	Shopping Cart	0.1
0.	Google Men's Quilted Insulated Vest Battleship Grey	0.11
٥.	dodge Herry Quinca installed Yest Battesinp orey	1-100/719 < >
А	ug 1, 2018 - Aug 1, 2019	
i	Page Title	Number of Sessions per Use
	Home	0.9
	³Home	
	Pakaian Google Merchandise Store	
	I»¿I»¿å€d»¿å€dvOuTube Shop by Brand Google Merchandise Store	
	Google 16 oz Glass Bottle Navy	0.00
	Bags Google Merchandise Store - https://shop.googlemerchandisestore.com/Google+Red	0.0
	Android World Cup Tee	0.0
0	Google Striped Tank	0.0
		0.0
9.	Android Youth Circle Tee	
0.	Electronics Google Merchandise Store	0.32

Google Data Studio Report Product Evaluation Product Category (Enhanced E. (2) Aug 1, 2016 - Aug 1, 2017

Product Evaluation Report is built to help identify which products are performing well.

The report can also be tuned to evaluate separate categories. It can also identify underperforming products in hopes of seeing what needs to be revamped.

	t Category (Enhanced E (3) •	Product Evaluation Rep	ort		
Aug 1, 2	2016 - Aug 1, 2017				
	Product	Product Revenue •	Unique Purchases	Avg	. QT
1.	Google Men's Zip Hoodie	\$36,247.24	418		1.7
2.	Google Men's 100% Cotton Short Sleeve Hero Tee Black	\$22,031.5	556		2.5
3.	Google Men's 100% Cotton Short Sleeve Hero Tee White	\$20,322.09	632		2.1
4.	BLM Sweatshirt	\$15,913.34	407		1.1
5.	Google Twill Cap	\$15,199.88	333		4
6.	Google Baby Essentials Set	\$14,004.28	147		3.4
7.	Google Women's Fleece Hoodie	\$13,672.33	207		1.3
8.	YouTube Twill Cap	\$11,390.91	193		6.0
9.	Google Meris Watershed Full Zip Hoodie Grey	\$11,051.53	147		1.0
10.	YouTube Men's Fleece Hoodie Black	\$10,470.2	165		1.3
Aug 1, 2	2017 - Aug 1, 2018		1-100/211	<	
	Product	Product Revenue •	Unique Purchases	Avg	. QT
1.	YouTube 3 lines Tee Grey	\$30,741.56	154		9.3
2.	YouTube Tee Black	\$28,889.3	328		4.3
3.	Google Zip Hoodie Black	\$24,475.14	431		1.1
4.	Google Tee Blue	\$22,652.67	736		1.5
5.	YouTube Wordmark Crew Grey	\$20,017.96	109		3.7
6.	Google Twill Cap	\$19,411.98	652		3.1
7.	Google Tee White	\$17,137.97	636		1.3
8.	Google Bike Tee Navy	\$16,777.02	710		1.2
9.	Google Tee Green	\$15,897.59	598		1.4
10.	Google Women's Tee Grey	\$15,478.16	388		2.1
			1 - 100 / 213	<	;
Aug 1, 2	2018 - Aug 1, 2019				•
	Product	Product Revenue +	Unique Purchases	Avg	. QT
1.	Google Zip Hoodle Black	\$10,677.89	181		1.1
2.	Google Bike Tee Grey	\$7,249.14	179		2.0
3.	Google Black Tee	\$6,873.6	272		1.3
4.	Google Bike Tee Navy	\$6,750.41	264		1.3
5.	Google Pullover Hoodie Grey	\$6,076.8	111		1.0
6.	Google Tee White	\$5,400.48	228		1.1
7.	Google Crewneck Sweatshirt Navy	\$4,866.11	97		1.1
8.	Google Tee Blue	\$4,450.53	176		1.2
9.	YouTube Wordmark Crew Grey	\$4,189.92	110		1.2
10.	Google Crewneck Sweatshirt Grey	\$3,607.98	71		1.1

Google Data Studio Report Top Event Actions

Top Event Analysis

- Total number of event interactions: Quickview Click
- Consistently conversion rates:
 Adding to Cart & Removing from Cart

Ecommerce Conversion I	Revenue	Total Events	Event Action	
12	\$3,603,567.02	445,690	Quickview Click	
28			Add to Cart	
	\$3,753,206.18	160,228		
9	\$951,978.32	104,748	Product Click	
2	\$75,186.81	54,942	Promotion Click	
31	\$789,571.1	22,354	Remove from Cart	
3	\$30,113.66	6,833	Onsite Click	
1-6/6 <				
			2017 - Aug 1, 2018 •	Aug 1,
Ecommerce Conversion	Revenue	Total Events	Event Action	
	\$4,394,193.64	552,687	Quickview Click	
9	\$1,720,950.77	157,359	Product Click	
29	\$4,492,005.35	172,309	Add to Cart	
3	\$87,255.44	48,689	Promotion Click	
29	\$704,114.89	21,246	Remove from Cart	
	\$34,361.57	12,494	Onsite Click	
1-6/6 <				
			2018 - Aug 1, 2019 •	Aug 1,
Ecommerce Conversion I	Revenue	Total Events	Event Action	
1.	\$320,766.19	488,251	Quickview Click	
1	\$138,750.23	156,227	Product Click	
0.	\$32,559.23	90,338	Promotion Click	
4	\$332,015.87	118,245	Add to Cart	
	\$91,455.42	18,769	Remove from Cart	
	\$989.85	5,650	Onsite Click	

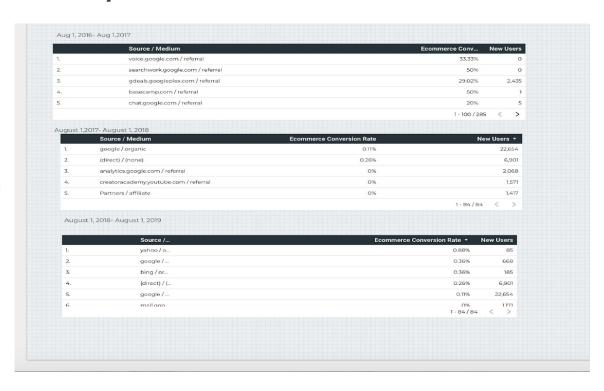


Google Data Studio Report -

Sources/Medium with Top eCommerce Rate and New Users

-g.deals.googleplex.com/referral and voice.google.com/referral had the highest Ecommerce Conversion rate and new users in 2016 to 2017.

-Organic traffic had the highest
Ecommerce conversion rate and new users.
Your source/mediums can reveal the site
that is bringing in the highest
Ecommerce converison & new users



Thank you!