

User Behaviour & Journey Analysis (Adobe Analytics)

This dashboard analyzes user engagement across key marketing channels—Paid Search, Natural Search, Social Media, Referral, and Direct—using Adobe Analytics demo data. It maps customer journeys, identifies behavioral patterns, and compares attribution models to uncover campaign effectiveness.

Key Takeaways

- Channel Performance: Paid Search and Direct channels show strong first-touch influence, while Referral and Social Media drive deeper engagement.
- User Segmentation: First-time visitors overlapping with Paid Search audiences highlight opportunities to optimize onboarding journeys and retargeting strategies.
- Attribution Modeling: Last Touch vs First Touch vs U-Shaped attribution reveals disparities in conversion credit, guiding better budget allocation across campaigns.
- Journey Mapping: Channel flow and touchpoint histograms show the most frequent user paths, uncovering friction points and conversion opportunities.
- **Engagement Metrics:** Time-on-page, bounce rate, and interaction clicks are segmented by channel and page type, helping pinpoint where users drop off or engage.

Business Value

- Improves campaign ROI by aligning attribution insights with budget priorities.
- Enhances **UX optimization** through behavioral data on app navigation and drop-off points.
- Supports targeted segmentation strategies based on visitor overlap and engagement depth.